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Conventions Used

The following logical and easy to understand conventions are used in this manual: -

- Step-by-step instructions, which should be performed in sequence, are shown as numbered paragraphs, beneath a clearly stated, ‘How to do’ heading.
- As there is often more than one way of carrying out a task you will find ‘Or’ options also included.
- Additional tips or explanatory notes regarding these instructions are enclosed in a border under the heading ‘Note’.
- Individual items in menu commands are enclosed in braces and should be followed in sequence, for example: {Clients}{Broadcast}.

Terminology Used

Control/Tutor The workstation that is used to take over another.

Client/Student The workstation that is to be taken over.

Available Client When a Client has been installed on a workstation, it becomes available for connection to a Control. A Client must be available before a Control can connect to it.

Known Client Having browsed for available Clients, RM Tutor stores a list of Clients in the Client.NSS file. These are Known Clients.

Connected Client All available Client’s or Groups of Clients can be chosen for simultaneous connection. A Control can only remote control a Client to which they are connected.

Selected Client When a connected Client is selected, a "one to one" session is established. A Control can then View, Show or Send a Message etc. to that Client only. A Control can also Watch, Control or Share the selected Clients screen, keyboard and mouse. A Control can switch between multiple Clients, making each of them, in turn, the selected Clients.

Installation

Installing RM Tutor is exceptionally easy and provided you follow a few simple rules you should be up and running within a very short time.

The first step is to decide what functions you want to install on each workstation.

Do you want it to be a Tutor or a Student?

To be able to Show to and Control this workstation from another you install a Student, sometimes called a Client.

If you want to be able to Show to or take over another workstation from this one, you install both a Tutor, also called a Control, and a Student.

What network protocol do you use?

The next step is to decide what networking protocol you have available on the workstation. RM Tutor supports IPX/SPX, NetBIOS/NetBEUI and TCP/IP.

Note By default the Tutor will be configured to use TCP/IP. If you are using a different protocol, you must configure this the first time you start a Tutor.

What naming convention are you going to use for the Student workstations?

RM Tutor requires that each Student workstation be allocated a unique name. To take advantage of the full range of Connection and Administrative functionality of RM Tutor you need to have a sensible naming convention for the Student Workstations.

For example, you might decide that all workstations in one classroom would start with the name CLASS1_WK. You can then configure the Tutor program to automatically connect to the workstations in that room only.

Alternatively you might decide to use the Machine Name or Computer Name that is already set up as part of your networking environment. Whichever method you use it is important that it easily identifies the individual workstations in a way that is recognisable to the user, at the Tutor workstation.

You are now ready to install the Tutor (Control) and Student (Client) programs.

System Pre-Requisites

Some areas of RM Tutor's functionality rely on the presence of certain files/applications, please ensure these are available before installing RM Tutor.

General

Internet Explorer 4.01 service pack 2 or above.

Testing Module

The Test Designer requires MDAC 2.1 or higher and COMCTL32.dll version 5.80 or higher. During installation, RM Tutor will check to see if these files are present and advise if not. However, if installing 'silently' using the RM Tutor 4 Remote Deploy utility, you will not be warned if the files are missing.

Note To enable printer notifications to be sent to the Tutor PC the installer applies the following changes to the Student PC's;

Windows Firewall

The File and Print Sharing Exception is enabled on Windows XP SP2 and Windows Vista.

The scope of port TCP 139 is changed from "Subnet" to "ANY" on Windows XP SP2.

Local Security Policy Settings

On Windows Vista workgroup connected PC's, the following local policy settings are set;

Network Access: Allow anonymous SID/Name translation	ENABLED
Network Access: Do not allow anonymous enum of SAM accounts	DISABLED
Network Access: Do not allow anonymous enum of SAM accounts & shares	DISABLED
Network Access: Let everyone permissions apply to anonymous users	ENABLED
Network Access: Restrict anonymous access to Named Pipes and Shares	DISABLED

Starting the Installation

Insert the RM Tutor CD if applicable.

The RM Tutor Welcome menu will automatically appear when you insert the CD. If it does not, access the CD-ROM drive from your workstation and run SETUP.EXE.

Select which installer to use, setup.exe or MSI file. If an Active Directory deployment is required you will need to install using the MSI file.

Note If you are upgrading your Windows operating system, you must ensure that you de-install RM Tutor prior to upgrading. RM Tutor can then be re-installed once the operating system upgrade has been completed.

If you are installing to an 2000/XP workstation or server, make sure that you are logged in as an Administrator.

RM Tutor setup program

The Setup program Welcome screen will appear.

Click Next to continue.

RM Tutor Licence Agreement

The RM Tutor Licence Agreement will be displayed. Please read the License Agreement carefully and select I accept the terms in the license agreement and click Next to continue.

If you reject the Licence Agreement, (I do not accept the terms in the license agreement) click Cancel. RM Tutor will not be installed and you will be directed to Exit from the install program.

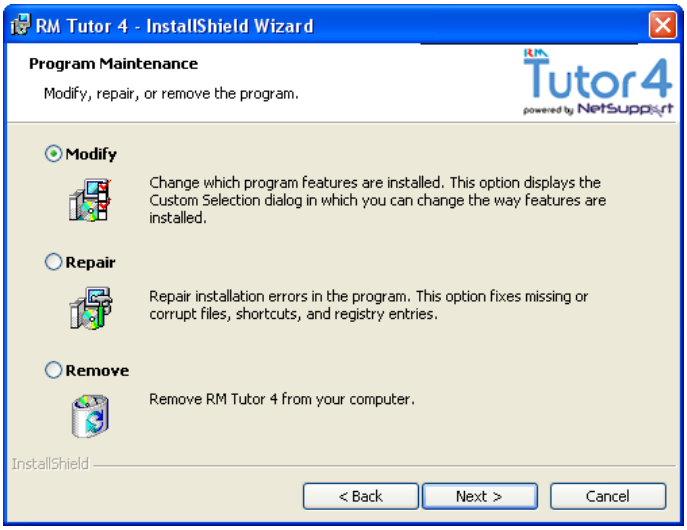
Licence information

Select Register and enter the license details as provided with your RM product.

If you are evaluating RM, select 30 day evaluation and click Next.

Existing installation detected

This screen will appear if a copy of RM Tutor is already installed on the workstation.


RM Tutor 4 - InstallShield Wizard
Program Maintenance
Modify, repair, or remove the program.
Tutor 4
powered by NetSupport
Modify
Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.
Repair
Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.
Remove
Remove RM Tutor 4 from your computer.
InstallShield
< Back
Next >
Cancel

- **Modify**

Change the program features that are installed.

- **Repair**

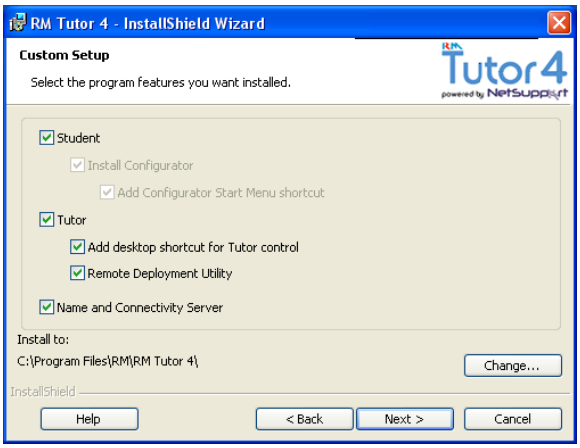
Repair any installation errors in the program.

- **Remove**

Remove RM Tutor from the computer.

Select the required option and click Next.

Custom Setup



Select the component(s) to install on the workstation.

Student

Install this component, sometimes called the Client, on workstations that will be remote controlled. By installing this component, you are enabling a Tutor machine to establish a link with the Student. The range of features available to students are limited to those that enable them to communicate with the teacher, for example sending a help request.

Install Configurator component

The RM Tutor **Configurator** is used to customise the Student set up at each workstation. For example, setting the Transport to be used, allocating a Student name and setting security.

When you choose the Student component you will also be given the option of installing the Client Configurator.

Uncheck this box if you do not want to install the component, you can still configure the Student machine by running the Client Configurator at a later stage of this installation.

Note If you're installing the Tutor component, the Client Configurator will be installed by default.

Add Configurator start menu shortcut

Choose whether to create a start menu shortcut to the Client Configurator at the Student workstation. The advantage of installing this at the Student machine is that it makes it easier to make changes to the settings in the future. The disadvantage is that the Students themselves could unwittingly access the option and make changes.

Tutor

This component, sometimes called the Control, should be installed on workstations which will be used to remote control other PCs. It gives teachers access to RM Tutor's full range of features, for example, viewing student screens and showing their screen to students.

Note If you need the flexibility of allowing other machines to view this one, you can also install the Student component.

Add desktop shortcut for Tutor

Choose whether to create a desktop icon for the Control (Tutor) to enable easy access to the Tutor program.

Remote Deployment Utility

The Remote Deploy Utility enables you to perform multiple RM Tutor installations without the need to visit each individual workstation.

Name and Connectivity Server

Provides a simple and reliable method of locating and connecting to Student PCs.

Note This will only be available to install on Windows 2000/XP and 2003 workstations.

Install to:

By default, RM Tutor will be installed in the folder **program files\RM\RM Tutor 4**. If you want to install in a different folder, click Browse.

Click Next when ready to continue.

Ready to install the program

To start the installation, click **Install**. To change any of the previous selections, click **Back**. To quit the installation, click **Cancel**.

Note If you have elected to install a Client (Student), Set-up will make the required amendments to your System.INI and or registry, to load the Client as Windows initialises. RM Tutor will not replace any of your existing Drivers.

Installation complete

▶ **To complete the installation:**

- Choose whether to run the Client Configurator. This enables you to set basic Client information and security.
- Choose whether to run the Remote Deploy utility. This provides you with the facility to install and configure RM on multiple workstations.

Click **Finish** to exit the Setup program. Remove the CD and restart the workstation.

Creating an Administrative (Network) Installation

An administrative installation (distribution copy) of RM Tutor is designed to assist administrators to install RM Tutor on Networked PCs where the installation media or License details may not be readily available and it is anticipated that a number of installs will be performed either at once or over a period of time.

This type of installation can also be preconfigured to setup RM Tutor with certain options, therefore ensuring that all RM Tutor installations are configured the same.

Once created, the distribution copy can be used when performing a standard install, a Silent Installation or as part of a remote deployment.

▶ **To setup a distribution copy of RM Tutor on a Server**

1. Create a folder on the network that is accessible to all PCs that you may want to install on.

2. Copy, from your original source media (CD or download) the file SETUP.EXE.

3. Create and copy a valid NSM.LIC file to this folder. If a License file is not present in the folder when running the install, RM Tutor will be installed using the default Evaluation license.

4. Create and copy a CLIENT32.INI file to this folder.

Note You can make the network folder ‘read only’ to avoid the configuration being altered by unauthorised users.

▶ **To install RM Tutor from a Server onto individual workstations**

1. At the required workstation, navigate to the network folder containing the RM Tutor setup files.

2. Run Setup.exe.

3. Follow instructions in Starting the Installation.

Silent Installation

A silent installation is one that requires no input from the user, providing a convenient method for performing a set installation at several machines.

▶ **To perform a silent install**

1. Create a distribution copy of RM Tutor containing the required RM Tutor Installation files.

2. To determine the properties for the Installation, at the command line run INSTCFG.EXE /S from the RM Tutor program folder. The Install Configuration OptionsInstall_Configuration_Options dialog will appear. The selected properties are stored in a parameter file, default name NSS.ini.

3. Choose {File}{Save} and save the 'NSS.ini' file to the folder containing the distribution copy of RM Tutor.

4. To perform the Silent Install at the required workstation, from the folder containing the distribution copy, run:

   msiexec /i "RM Tutor.msi" /qn (MSI installer)

   setup /S /v/qn (setup.exe installer)

Note RM Tutor can be installed via Active Directory. The software installation group policy object (GPO) must be applied to organisational units (OUs) containing computer accounts rather than users. Please note that for software installation to take effect immediately it is necessary to enable the, "Always wait for the network at computer startup and logon" parameter in the Computer Configuration| Administrative Templates| System| Logon| leaf of the group policy controlling the computers who are subject to software installation. This change will affect login times for Windows XP/2000 machines that have this applied. Without this change an additional log off / log on cycle is required to effect installation.

Install configuration options dialog

When performing a Silent Installation or using RM Tutor 4 Remote Deploy, you can customise the installation to suit individual requirements. This dialog, accessed by running INSTCFG.EXE /S from the RM Tutor program folder if performing a Silent Installation or if using RM Tutor 4 Remote Deploy, via the Install Properties General Tab, enables you to specify the variables for the installation. The information is stored in a parameter file, default name NSS.ini.

Icons

Check the relevant boxes to indicate which RM Tutor Components will be installed on the Client machines.

General

Install Directory

Specify the directory where RM Tutor will be installed. Leave blank to install in the default directory, \Program Files\RM\RM Tutor 4\.

RM Tutor 4 Remote Deploy

The RM Tutor 4 Remote Deploy Utility provides Network Administrators with the facility to install and configure RM Tutor on multiple workstations without the need to visit the machines individually.

You are provided with a view of your Network, allowing you to pick and choose which workstations you want to deploy to.

With RM Tutor 4 Remote Deploy you can:

- Remotely Install a RM Tutor package on multiple workstations simultaneously.
- Create and download specific Client Configurations to multiple workstations.
- Remotely update RM Tutor License details on multiple workstations.
- Remotely Uninstall a RM Tutor package from multiple workstations simultaneously.

Note Due to increased security restrictions in Windows Vista, the deploy function cannot be used to deploy to Windows Vista PCs that are not part of a Domain.

When deploying to a Windows Vista PC within a Domain, the Console User must be either logged onto the Domain or enter the user credentials when prompted of a Domain Account that has Local Administrator rights to the target PC.

The Deploy Prompt user option is not supported on Windows Vista.

Installing the Deploy Utility

When installing RM Tutor you decide which combination of components to include. To install RM Tutor 4 Remote Deploy, select the **Remote Deployment Utility** along with any other components you require.

Note RM Tutor 4 Remote Deploy is currently only supported on Windows XP or 2000 workstations.

Planning

RM Tutor 4 Remote Deploy is a powerful utility that makes installing RM Tutor packages on multiple workstations a quick and easy process. However, while we endeavour to ensure that there are no limitations or incompatibility issues in the use of the software, it is recommended that a trial deploy is performed on a small number of workstations to ensure there are no conflicts with other similar products such as remote control or desktop security packages. In addition, for added security and protection you must have appropriate administrator rights for the machines you are deploying to.

Deploying on Windows XP

To enable you to deploy RM Tutor on Windows XP Professional, you need access to the Admin$ share on the remote machine in order to transfer the package to be deployed. By default there is no access allowed to Admin$ share.

▶ **To enable Network access:**

1. In Administrative Tools select Local Security Policy.
2. Select {Security Settings}{Local Policies}{Security Options}
3. Select {Network access : Sharing and security model for local accounts}
4. Alter the setting for this policy to {Classic – local users authenticate as themselves}

The Admin$ share will now be available and you can deploy as normal.

If upgrading from Microsoft Windows XP Service Pack 1 to Service Pack 2, Windows Firewall will by default block all Network activity produced by RM Tutor. To enable RM Tutor to function correctly we have provided a utility that will configure Windows Firewall.

▶ **To enable RM Tutor in the Windows Firewall Configuration**

1. Download the ICFCONFIG.EXE File (link at **www.netsupportsoftware.com/support/**)
2. Run this utility on a machine with RM Tutor Installed using the following command

   ICFCONFIG -e NSS

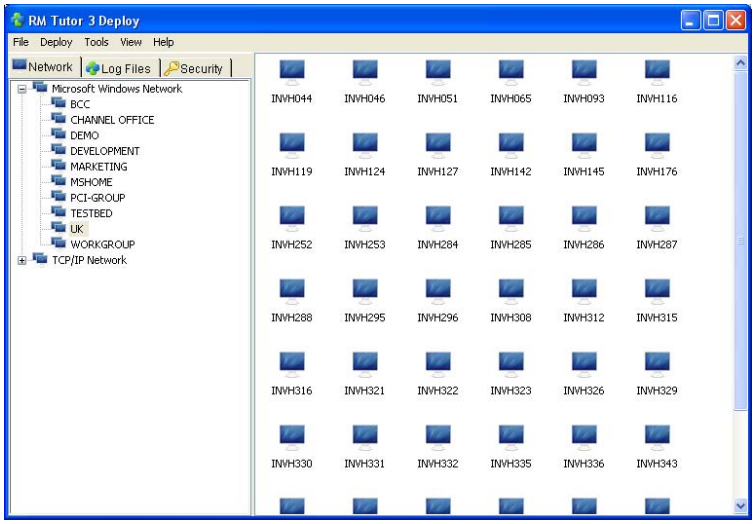
3. This will create all the required entries in the Windows Firewall Configuration to allow RM Tutor to function correctly.

The ICFCONFIG utility can also be used to remove a RM Tutor Product from the Windows Firewall Configuration see our website at: **www.netsupportsoftware.com/support/** for all the ICFCONFIG Command line options.

Starting RM Tutor 4 Remote Deploy

1. Select RM Tutor 4 Remote Deploy from your RM Tutor Program Group.

2. The RM Tutor 4 Remote Deploy Main Window will appear.



The Deploy Main Window is divided into the following sections:

Menu Bar

The Menu Bar contains a series of drop down menus that can be used to access the various tools and configuration utilities for the deploy process.

Left Hand Pane

Contains three tabs, Network, Log Files and Security.

Network and Security Tabs

List, in a Tree View, the available Networks, Domains and Workgroups that can be selected for a deploy routine.

Log Files Tab

Lists, in a Tree View, a history of previous deployments.

Right Hand Pane

With the **Network Tab** selected, you are provided with a range of general information, machine name and platform for example, about the workstations located on the selected Network/Domain.

The **Log Files Tab** provides a breakdown of past deployments categorised by type.

The **Security Tab** also lists information specific to each individual workstation located on the chosen Network/Domain. In addition to the machine name, you will be able to identify the IP Address, determine if the machine already has a RM Tutor Client installed and which version is running, whether the Client is password protected or has User Acknowledgement set. With this information to hand you can decide in advance which machines to include or exclude from the forthcoming deployment. For example, if a current RM Tutor Client is already installed at some of the workstations you might choose to ignore it.

Preparing a deployment

▶ Choosing who to deploy to

1. From the Main Window select the Network or Security tab.

2. A list of available Networks, Domains and Workgroups will appear in the left hand pane. Expand or reduce the tree list by clicking on + or -.

Note You can also deploy to specific IP Ranges by adding the appropriate address range to the tree. Select {Tools}{Add IP Domain} from the Menu Bar.

---

3. Highlight the required group.

4. The names of the workstations belonging to the selected group will appear in the right hand pane.

5. Select the workstations to include in the deploy routine. (You can use CTRL-Click or SHIFT-Click). Before deciding to include or exclude a workstation, you can view its properties by right clicking on the machine name.

Choosing what to deploy

You can choose:

- RM Tutor Package.
- Client Configuration.
- RM Tutor License File.
- Uninstall RM Tutor.

Note The properties for each of the above can also be pre-defined if it is not convenient to deploy immediately. See Pre-define settings for a future deployment.

Deploy a RM Tutor package

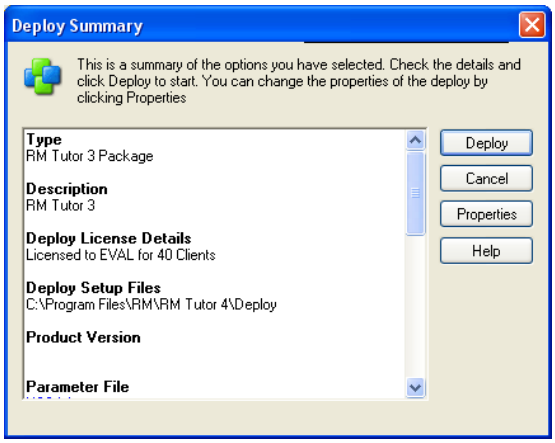
With the required workstations selected.

1. Choose {Deploy}{RM Tutor Package} from the Deploy Main Window Drop Down Menu.

   or

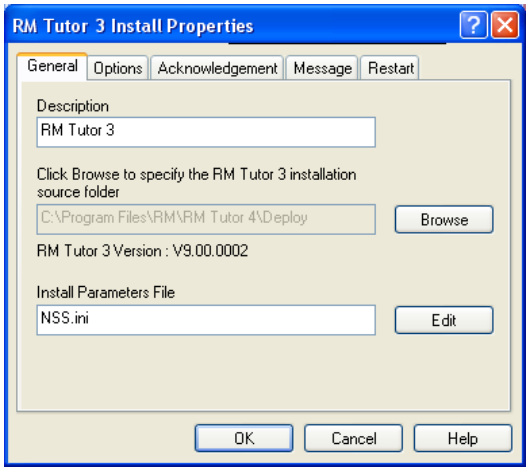
   Right click on the selected workstations and choose Deploy-RM Tutor Package.

2. The Deploy Summary dialog will appear.


Deploy Summary
This is a summary of the options you have selected. Check the details and click Deploy to start. You can change the properties of the deploy by clicking Properties
Type
RM Tutor 3 Package
Description
RM Tutor 3
Deploy License Details
Licensed to EVAL for 40 Clients
Deploy Setup Files
C:\Program Files\RM\RM Tutor 4\Deploy
Product Version
Parameter File
Deploy
Cancel
Properties
Help

   This dialog provides a summary of the options you have selected for the deployment. If a first time deployment, the text will appear in red to indicate that required information has not been entered. To enter or amend the information for the deployment, Click Properties.

3. The Install Properties dialog will appear.



4. Enter the properties for the deployment by selecting the five tabs in turn.

   General tab

   Used to specify the RM Tutor package to deploy and which components are to be installed.

Enter a description for the package being deployed. If left blank, the package name/version number will be used.

Click Browse and select the folder containing the RM Tutor package to install. Ideally this will be a folder containing a distribution copy of RM Tutor. (See the 'Creating an administrative (network) installation' section of this manual.)

Click Edit to specify the components to install. The Install Configuration Options dialog will appear. (See the 'Install Configuration Options Dialog' section of this manual for a full description of this dialog.)

Note Because of the way RM Tutor 4 Remote Deploy handles restarting workstations, leave the Restart Machine box un-checked. This is only relevant when performing a Silent Install where The Install Configuration Options dialog is also used for specifying the options to install.

When you have completed this dialog choose {File}{Save} to save the Values .TXT file to the folder containing the distribution copy of RM Tutor.

Choose {File}{Exit} to return to the Install Properties dialog.

Options tab

Use the information supplied in the Network and Security tabs to identify which machines may already have RM Tutor installed, you can then choose to:

- Ignore them by checking the Skip machines already running RM Tutor box.
- Update the machines with the latest version by checking the Update new or older systems to current version box.
- After deploying the package, you can confirm that the Client is running by checking the Verify Client running after restarting box. Ensure that workstations are restarted automatically after the deploy for this option to work. See Restart tab.

Acknowledgement tab

Consider whether the workstations will be in use when commencing the deploy. You can choose to:

- Install RM Tutor Immediately. No prompt will be received at the workstations being deployed to.
- Warn user before installing RM Tutor. The user will receive a prompt and needs to click OK for the install to commence. Users cannot cancel this.
- User can postpone RM Tutor installation. You can specify the number of times a user can postpone the installation. If the user does choose to postpone, they will be re-prompted at hourly intervals or the next time they restart the workstation whichever comes earlier.

Message tab

You can specify a custom message to be displayed at each workstation while the installation is in progress.

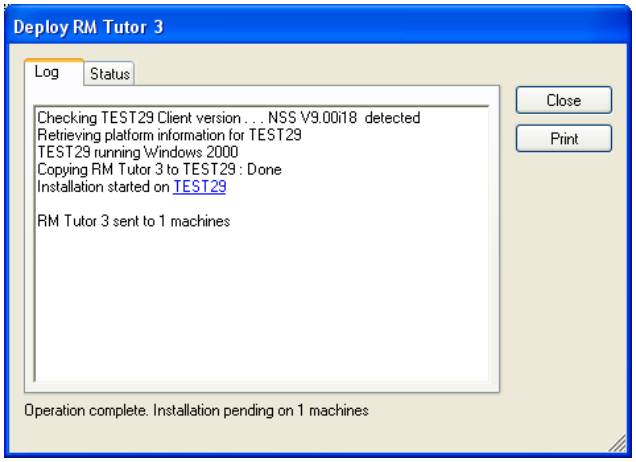
Restart tab

Note If you have asked for verification that the Client is running, see Options Tab, you must choose an option that will force the workstations to be restarted immediately.

- Advise user to restart machine. At the completion of the deployment, a message will be displayed at workstations asking the user to restart the PC at the next convenient opportunity. Do not choose if above Note applies.
- Insist user restarts machine. A message will be displayed at workstations, advising the user to restart the PC to complete the installation.
- Force restart. At the end of the deployment, a message is displayed advising users that the workstation will be restarted. A time bar is displayed indicating how many seconds it is before the restart commences.
- Automatic restart if not logged on. If the workstation being deployed to is not logged on, restart will commence automatically.

5. When you have completed all five tabs, click OK to return to the Deploy Summary dialog. You can review your selections and edit if required.

6. Click Deploy to commence the installation. A progress dialog will appear, enabling you to monitor the deployment as it installs on each workstation.


Deploy RM Tutor 3
Log
Status
Checking TEST29 Client version . . . NSS V9.00i18 detected
Retrieving platform information for TEST29
TEST29 running Windows 2000
Copying RM Tutor 3 to TEST29 : Done
Installation started on TEST29
RM Tutor 3 sent to 1 machines
Close
Print
Operation complete. Installation pending on 1 machines

The dialog has two tabs:

Log tab enables you to monitor the deployment as it reaches each workstation.

Status tab lists the stage the deployment has reached on each workstation. For example, the installation may be complete on one machine but still in progress on another.

7. Click Close to return to the Deploy Main Window when the installation is complete.

Deploy a Client Configuration

Using RM Tutor 4 Remote Deploy, you can remotely deploy a Client Configuration file containing specific Client settings.

1. Select the required workstations.

2. Choose {Deploy}{Client Configuration} from the Deploy Main Window Drop Down Menu.

   or,

   Right click on the selected workstations and choose Deploy-Client Configuration.

3. The Deploy Summary dialog will appear.

4. Click Properties to enter the details for the deployment.

5. Click Browse to specify the folder containing the Client Configuration file that is to be deployed. The default configuration file is CLIENT32.INI and is stored in the RM Tutor installation directory.

6. Click Edit to access the Client Configurator in order to make changes to the Configuration file.

7. For the new settings to take effect immediately, by default the Client Service will be automatically restarted after the deployment. If not required, uncheck the Restart the RM Tutor Client service box.

8. Click OK to return to the Summary dialog. You can view the contents of the configuration file by clicking on the file name.

9. Click Deploy. A progress dialog will appear enabling you to monitor the status of the deployment.

10. Click Close when complete.

Deploy a RM Tutor license file

When installing a RM Tutor package, a license file is sent to each workstation. However, there may be occasions when the license information needs updating. For example, you have purchased additional licenses and the license file needs updating to reflect this. By using RM Tutor 4 Remote Deploy you can remotely update the file on user workstations.

1. Select the required workstations.
2. Choose {Deploy}{RM Tutor License file} from the Deploy Main Window Drop Down Menu.

   or,

   Right click on the selected workstations and choose Deploy-RM Tutor License file.
3. The Deploy Summary dialog will appear.
4. Click Properties to enter the details for the deployment.
5. Click Browse to specify the folder containing the license file that is to be deployed. The default file is NSM.LIC.
6. For the new settings to take effect immediately, by default the Client Service will be automatically restarted after the deployment. If not required, uncheck the Restart the RM Tutor Client service box.
7. Click OK to return to the Summary dialog. You can view the contents of the license file by clicking on the file name.
8. Click Deploy. A progress dialog will appear enabling you to monitor the status of the deployment.
9. Click Close when complete.

Remote uninstall

Using RM Tutor 4 Remote Deploy you can remotely uninstall a RM Tutor package.

1. Select the required workstations.

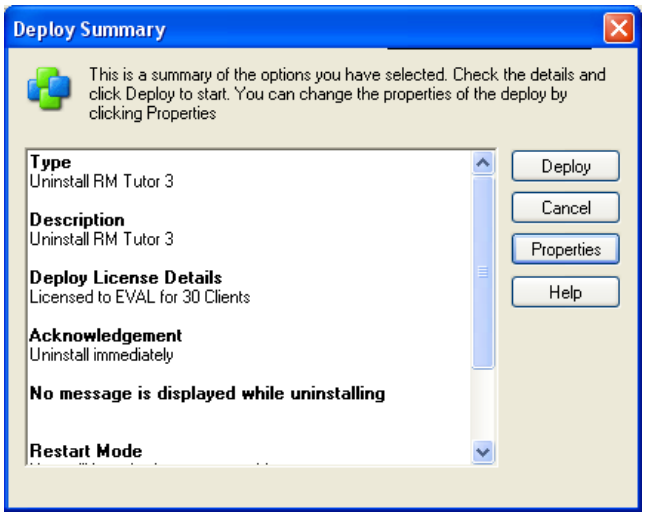
2. Choose {Deploy}{Uninstall RM Tutor} from the Deploy Main Window Drop Down Menu.

   or,

   Right click on the selected workstations and choose Deploy-Uninstall RM Tutor.

3. The Deploy Summary dialog will appear.

4. Click Properties to enter the details for the deployment. The Uninstall RM Tutor dialog will appear.


Deploy Summary
This is a summary of the options you have selected. Check the details and click Deploy to start. You can change the properties of the deploy by clicking Properties
Type
Uninstall RM Tutor 3
Description
Uninstall RM Tutor 3
Deploy License Details
Licensed to EVAL for 30 Clients
Acknowledgement
Uninstall immediately
No message is displayed while uninstalling
Restart Mode
Deploy
Cancel
Properties
Help

5. Enter the properties for the deployment by selecting the four tabs in turn.

   General tab

   Provides a description of the package being uninstalled.

   Acknowledgement tab

   Consider whether the workstations will be in use when commencing the deploy. You can choose to:

   - Uninstall RM Tutor Immediately. No prompt will be received at the workstations being deployed to.

   - Warn user before uninstalling RM Tutor. The user will receive a prompt and needs to click OK for the uninstall to commence. Users cannot cancel this.

   - User can postpone uninstall of RM Tutor. You can specify the number of times a user can postpone the uninstall. If the user does choose to postpone, they will be prompted the next time they restart the workstation.

Message tab

You can specify a custom message to be displayed at each workstation while the uninstall is in progress.

Restart tab

To completely remove all RM Tutor files, the workstations must be restarted.

- Insist user restarts machine. A message will be displayed at workstations, advising the user to restart the PC to complete the process.

- Force restart. At the end of the deployment, a message is displayed advising users that the workstation will be restarted. A time bar is displayed indicating how many seconds it is before the restart commences.

- Automatic restart if not logged in. If the workstation being deployed to is not logged in, restart will commence automatically.

6. When you have completed all four tabs, click OK to return to the Deploy Summary dialog. You can review your selections and edit if required.

7. Click Deploy to commence the uninstall. A progress dialog will appear, enabling you to monitor the deployment as it uninstalls each workstation.

8. Click Close when complete.

Pre-define settings for a future deployment

There may be occasions when you want to defer a deployment until a more convenient time of the day. With RM Tutor 4 Remote Deploy you can prepare the settings in advance and choose when to perform the deployment.

Note You select the workstations to deploy to when you are ready to run the deployment.

▶ **To prepare the settings for a future deployment**

1. Choose {Deploy}{Configuration} from the Deploy Main Window drop down Menu.

2 The Deploy List dialog will appear. Select the required Deploy Option. (Package, Client Configuration, License File or Uninstall)

3. Click Properties and enter the required settings.

4. When all settings are entered, click Close to return to the Deploy Main Window.

▶ **To run the deployment**

1. Select the workstations to Deploy to. See Preparing a Deployment.

2. Choose {Deploy} from the Main Window Drop Down Menu.

   or

   Right click on the selected workstations and choose Deploy.

3. Select the required Deploy option.

4. The Deploy Summary dialog will appear, showing your pre defined selections. You can edit these if required.

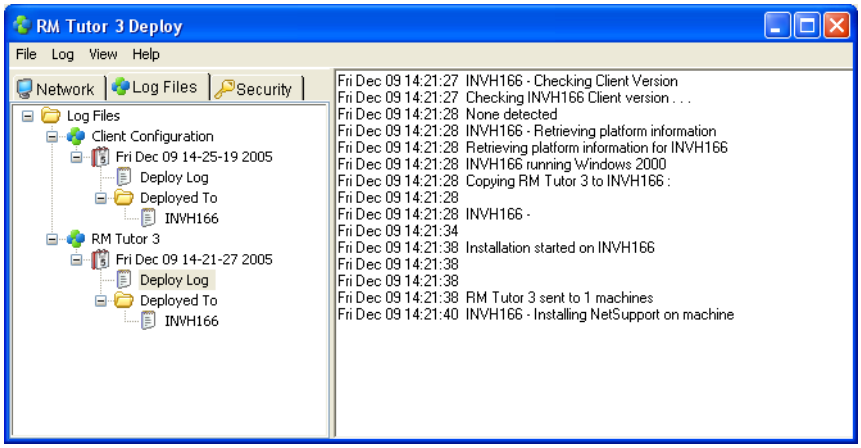
5. Click Deploy to start the deployment.

Log Files

When using RM Tutor 4 Remote Deploy, information about each deployment, whether a package install, license update, configuration download or uninstall, is recorded. This provides a useful reminder each time you use the utility of what you have previously deployed. The information is stored in a Log File.

▶ To view Log Files

1. From the RM Tutor 4 Remote Deploy Main Window, select the Log Files tab.


RM Tutor 3 Deploy
File Log View Help
Network
Log Files
Security
Log Files
Client Configuration
Fri Dec 09 14-25-19 2005
Deploy Log
Deployed To
INVH166
RM Tutor 3
Fri Dec 09 14-21-27 2005
Deploy Log
Deployed To
INVH166
Fri Dec 09 14:21:27 INVH166 - Checking Client Version
Fri Dec 09 14:21:27 Checking INVH166 Client version . . .
Fri Dec 09 14:21:28 None detected
Fri Dec 09 14:21:28 INVH166 - Retrieving platform information
Fri Dec 09 14:21:28 Retrieving platform information for INVH166
Fri Dec 09 14:21:28 INVH166 running Windows 2000
Fri Dec 09 14:21:28 Copying RM Tutor 3 to INVH166 :
Fri Dec 09 14:21:28
Fri Dec 09 14:21:28 INVH166 -
Fri Dec 09 14:21:34
Fri Dec 09 14:21:38 Installation started on INVH166
Fri Dec 09 14:21:38
Fri Dec 09 14:21:38
Fri Dec 09 14:21:38 RM Tutor 3 sent to 1 machines
Fri Dec 09 14:21:40 INVH166 - Installing NetSupport on machine

2. In the left hand pane of the Main Window, increase or decrease the Tree View to see a description of each type of deployment, the date and time the deployment took place and the workstations that were deployed to.

3. As you select an item from the left hand pane, itemised information about that deployment will appear in the right hand pane.

▶ Printing a Log File

1. Select the required Log File in the Tree View.

2. Choose {Log}{Print} from the Deploy Main Window Drop Down Menu.

▶ Deleting a Log File

1. Select the required Log File in the Tree View.

2. Choose {Log}{Delete} from the Deploy Main Window Drop Down Menu.

Starting RM Tutor

This section will guide you through starting RM Tutor.

The main point to remember when using RM Tutor is that the workstation that is taking control of other workstations is called the Control or Tutor, and the workstations being controlled are called the Clients or Students.

Note This guide assumes you have already installed RM Tutor. If you have not done this, do so now. See the Installation section for details.

Starting RM Tutor

After installation the Client program is automatically loaded on the Student workstations as Windows starts up.

To start the RM Tutor program, double click on the RM Tutor icon in your RM Tutor Program Group, or choose, {Start}{Programs}{RM Tutor 4}{RM Tutor 4 Tutor}.

When RM Tutor loads for the first time, the Control Configuration dialog will appear. This enables the Control to specify the Clients to connect to at Startup. The dialog will not appear in future sessions.

When starting RM Tutor for the first time, it is advisable to Browse the Network for available Clients. To do this, click on ‘Browse and Connect to Students starting with’ and enter a prefix for the Computer Names. Click Ok.

A useful option within RM Tutor is the Lesson Plan feature enabling a Tutor to pre-plan the scope of a lesson. A convenient Class Wizard is provided which guides you through the process and this will appear at startup. However this can be disabled if required.

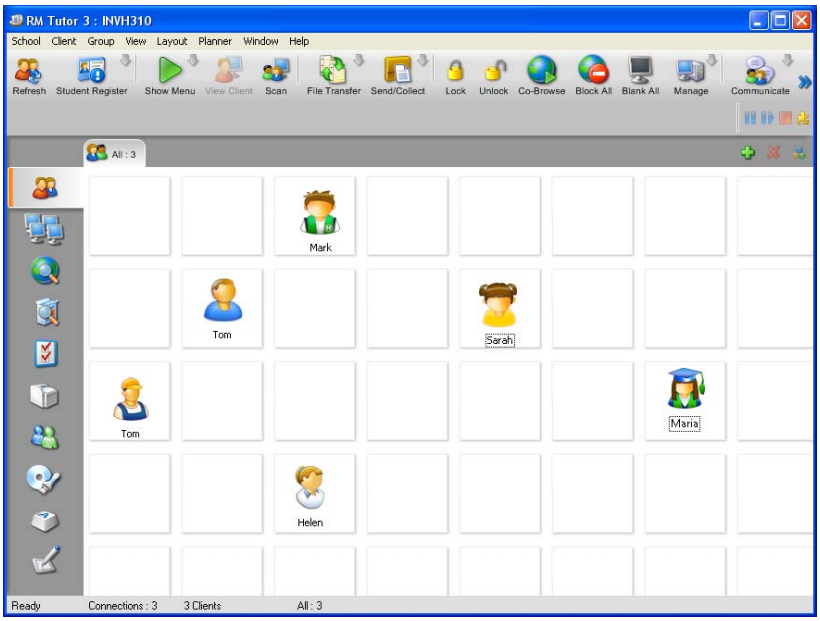
As the Tutor program loads RM Tutor will then Browse the Network for the specified Students. While it is searching the Browsing message will be displayed. All successful or failed connections will be reported in a connection dialog, when all the connections are complete click Ok.

All connected Clients will have their icons displayed in the Control Window.

The Control Window

The Control Window is the primary interface for: -

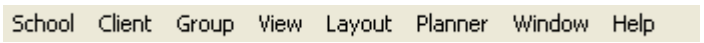
- Configuring the Control;
- Connecting to Student workstations;
- Maintaining Client information;
- Selecting which Student workstations to work with;
- Selecting tasks to carry out;



The Title Bar

This indicates that you are in the Control Window and displays the name of the RM Tutor Control workstation.

The Menu Bar



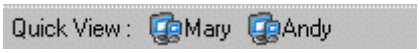
The Menu Bar contains a series of drop down Menus that can be used to access the various tools and configuration utilities. These menus can be used to select Student workstations to work with, as well as maintaining and organising Student workstations into work groups.

The Toolbar

The Toolbar contains shortcuts to many of the most frequently used tasks and tools. Clicking on an individual item takes you straight to that task or function, eliminating the need to work through the drop down menus. Positioning the cursor over an icon will display a brief description of its function. For convenience, features that are of a similar nature, Show, Show Video, Show Replay Files for example, are grouped within the same toolbar icon. However, you can add these as individual icons if preferred.

To customise the Toolbar choose {View}{Toolbar - Customise} or right click on the Toolbar and choose Customise.

The Quick View Bar



The Quick View Bar is used to switch between currently connected Clients. Clicking on the button containing the required Client's name enables you to immediately View that Client's Window.

To enable/disable the Quick View bar choose {View}{Toolbar – Quick View}.

The Quick Execute Bar

The Quick Execute Bar enables you to execute a previously saved application to a Client, without having to direct your way through the drop down menu. By clicking on the button containing the required application, you immediately execute it on the Selected Client or Group.

To enable/disable the Quick Execute bar choose {View}{Toolbar – Execute Bar}.

The Lesson Bar

The Lesson bar allows you to create a lesson and provides tools to manage the lesson once in progress. A Progress bar will advise the Tutor on the current activity and time remaining.

To enable/disable the Lesson bar choose {View}{Toolbar – Lesson Plan}.

The Group Bar

Until you have defined groups of Clients only the “ALL” group will appear on this toolbar. Once defined, the group name along with the number of members will appear and the Group tool icons will become fully active, allowing you to add, delete and change Group properties.

With the required Student Group selected, Properties such as the displayed name and icon image can be changed by choosing {Group}{Customise} or {Group}{Properties} from the Control Window drop down menu.

To enable/disable the Group bar choose {View}{Toolbar – Group Bar}.

The List View

The List View displays the currently connected Clients or Groups. You can switch the display mode between large and small icons, lists and detailed view, from the Drop down {View} menu.

When you mouse over a Client icon a thumbnail of the Student machine is displayed.

Client Properties, such as the displayed name and icon image, can be changed by selecting {Client}{Customise} or {Client}{Properties} from the Control Window drop down menu.

Note Student names can also be customised using the Student Register function.

The List View can be viewed in the following Modes:

Normal View

Monitor Mode

Web View

Application View

Survey View

Print View

IM View

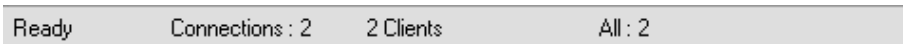
Device View

Typing View

Whiteboard View

Click on the individual icons on the left hand side of the Control Window, or choose {View}{Normal/ Monitor/ Web/ Application/ Survey View/ Whiteboard View} from the Control Window drop down menu to change mode. The default View Mode is Normal View.

The Status Bar



The Control Status Bar is displayed at the bottom of the Control Window. It shows the Status of the Control, the number of currently connected Clients and the number of items in the Folder.

Student Automatic Login

If a generic naming convention is used for your classroom PCs, you can automatically log the Students in to save time at the start of a lesson.

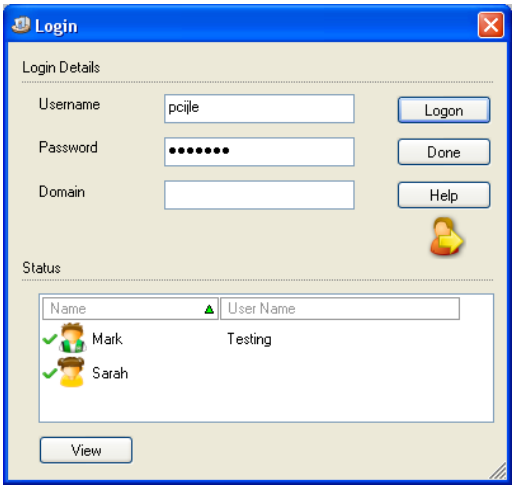
Note Student Automatic Login does not support Windows 9X Clients.

▶ **To automatically login Student machines**

1. Select the Student machine(s) you wish to login.
2. Choose {Client}{Login} from the Control Window drop down menu.

   Or

   Click the Manage icon on the Control Toolbar and choose Login.
3. The Auto Login dialog will appear.



4. Enter the Username, Password and Domain and click Login. The Username will appear once the login has been successful.
5. You can also view Student screens from this dialog, select the required Student and click View.
6. When you have finished click Done to exit.

Student Register

By default RM Tutor will display the computer name of the Client workstation in the Control Window. However, there may be times when you want the control to display the actual name of the student and request additional information.

The Student Register option enables the Tutor to prompt the Students for their details.

Note You can also change the name of the Client workstation by editing the Client Properties Details Tab.

▶ **To prompt Students to login:**

1. If specific Student details are required select the relevant Client icons in the Control Window. Alternatively, to prompt all connected Students leave the icons unselected.

2. Choose {School}{Student Register} from the Control Window drop down menu.

   Or

   Click the Student Register icon on the Toolbar.

3. Select Sign In from the available options.

4. The Student Register dialog will appear. The Tutor can then select the information that the Student will be required to complete.

Note The Student Register will also appear if you check Create a Student Register on the Class Wizard

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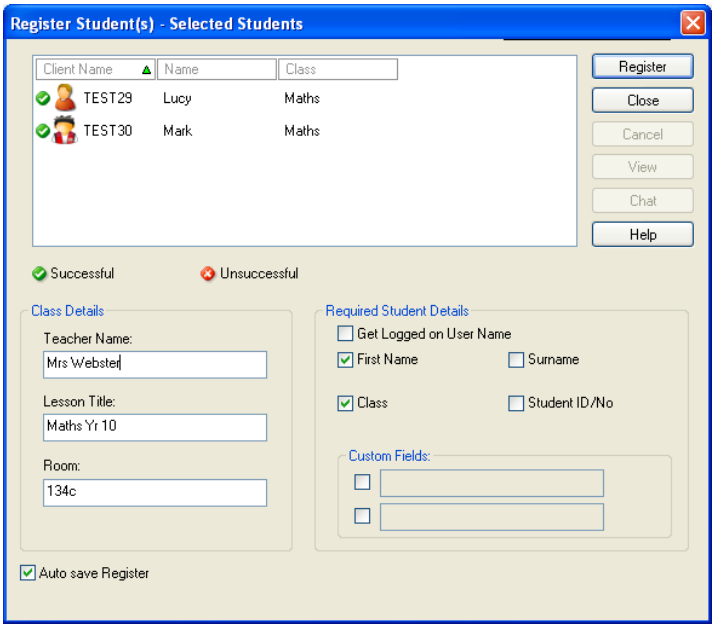
Student Register dialog

This dialog enables the Tutor to create a customised Registration form, which will prompt Students for their details. By selecting a name the Tutor can also interact with Students using the View and Chat options.



Class Details

If required the Teacher Name, Lesson Title and Room Number can be included on the Registration form that is sent to Students.

Required Student Details

Decide which details to prompt the Students for. You can also add two custom fields to the form.

Note If the "Get Logged on User Name" option is selected, the first name and surname will be greyed out and the Student name will automatically default to the Login name.

Auto Save Register

Student registration details can be viewed in a report but this will be lost when the Control disconnects. If you want to store a copy of the report check this option. You will be prompted for a file name, location and file format (CSV, HTML or XML).

Click **Register** to send the form to Student machines. You can monitor progress as the Students respond. Click Close when all Students have Signed In, the Client icon in the Control Window will now display the Registered name.

Sign Out

At the end of a lesson you can reset the Client Names using the Sign Out option.

1. Choose {School}{Student Register} from the Control Window drop down menu.

   Or

   Click the Student Register icon on the Toolbar.

2. Select Sign Out from the available options. Confirm that you want to unregister the Students.

Registration report

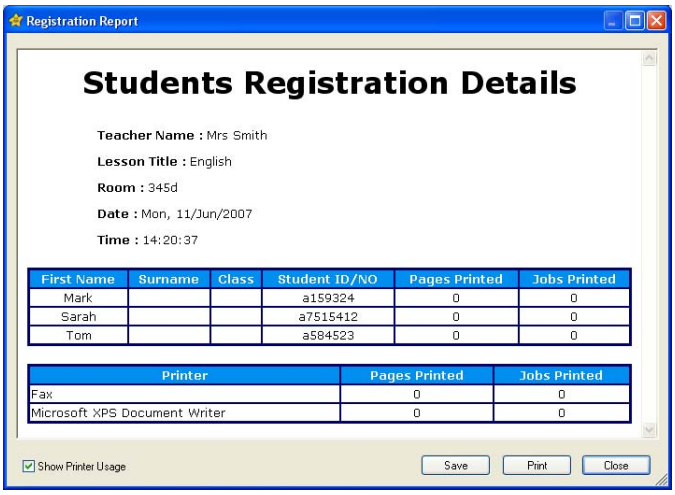
Student registration and Printer usage details can be viewed in a report but this will be lost when the Control disconnects.

1. Choose {School}{Student Register} from the Control Window drop down menu.

   Or

   Click the Student Register icon on the Toolbar.

2. Select Registration Report from the available options.


Registration Report
Students Registration Details
Teacher Name : Mrs Smith
Lesson Title : English
Room : 345d
Date : Mon, 11/Jun/2007
Time : 14:20:37
First Name | Surname | Class | Student ID/NO | Pages Printed | Jobs Printed
Mark | | | a159324 | 0 | 0
Sarah | | | a7515412 | 0 | 0
Tom | | | a584523 | 0 | 0
Printer | Pages Printed | Jobs Printed
Fax | 0 | 0
Microsoft XPS Document Writer | 0 | 0
Show Printer Usage
Save
Print
Close

Note If you want to store a copy of the report ensure that the Auto Save Register option is enabled on the Student Register dialog when requesting the Student details. The report can be stored in CSV, HTML or XML format.

▶ To display the login name of Students

When registering Student details, rather than prompt them for their actual name you can default to their Login name.

1. Choose {View}{Current Settings – User Interface} from the Control Window drop down menu.
2. Check 'Retrieve Student Login Name when gathering a Student Register'.
3. Click Ok.

▶ To save Students login name

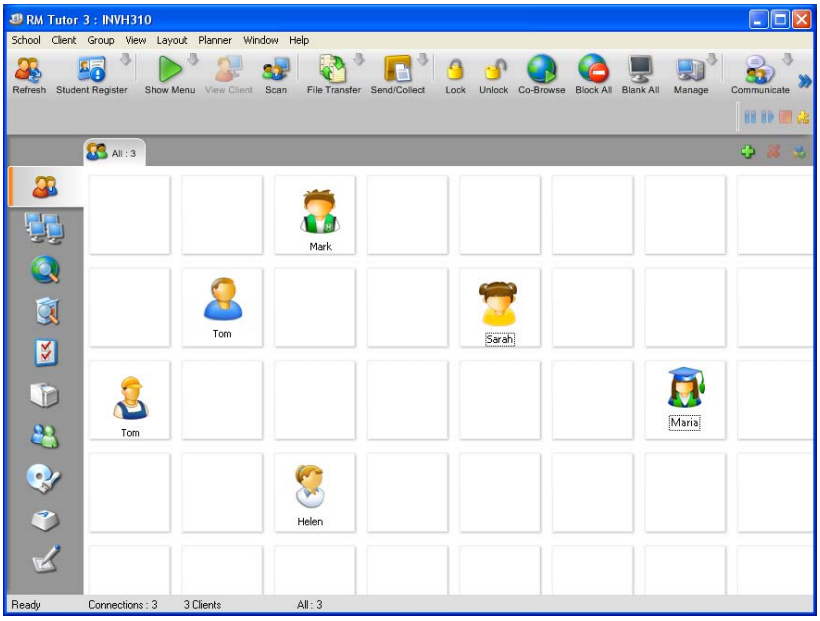
Enable this option to permanently store the Students Login name.

1. Choose {View}{Current Settings – User Interface} from the Control Window drop down menu.
2. Check Remember Student User/ Login names.
3. Click OK.

Working with Classroom Layouts

Once you have selected a classroom or group, you can rearrange the individual Client icons in the Control List View to reflect the layout of the classroom. A background image can also be added to further customise the Control View.

Layouts can be saved and included in customised Tutor Profiles.



► To arrange icons

1. Select the Client icon and drag it to the desired position.
2. Choose {Layout}{Save Layout As} from the Control Window drop down menu.
3. The Save Layout dialog box will be displayed.
4. Specify a file name.
5. Click Save.

► To load a previously saved layout

1. Choose {Layout}{Load Layout} from the Control Window drop down menu bar.
2. Choose the preferred layout and click Open.

Setting a background

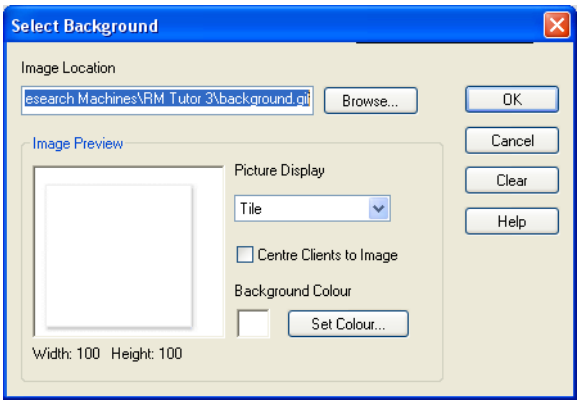
As well as tailoring the position of Client icons in the Control List View to reflect the layout of the classroom you can choose alternative bitmaps to decorate the background and enhance the layout of the icons.

It is recommended that you select one of RM Tutor's default .BMP files but you can use a file that you have created.

▶ To set a bitmap background

1. Choose {Layout – Set Background) from the Control Window drop down menu.

2. The Select Background dialog will appear.



3. Select the location of the image you wish to use. The default BMP files are stored in the RM Tutor program folder. A preview of the selected image is provided.

4. Choose Picture Display to select the position of the image. If you select Tile you can also choose to centre the Client icons on the image.

5. If required, select a Background Colour.

6. Click OK to add the background to the Control Window.

7. If you are adding the background to an existing Layout, choose {Layout – Save Layout} to update. To create a new Layout, select {Layout – Save Layout As}.

8. If you wish to clear the currently set background, choose {Layout – Clear Background}.

Power Management – Power on/Power off

Power consumption equates largely with heat generation, which is a primary enemy in achieving increased performance. Newer processors are larger and faster, and keeping them cool can be a major concern. With millions of workstations in use, and sometimes hundreds located in the same company, the desire to conserve energy has grown from a non-issue to a real issue in the last five years.

Power Management is a technique that enables hardware and software to minimise system power consumption. It works by shutting down portions of the hardware during periods of low or no use, meaning that the workstation is ready to work when you are and conserve energy when you are not.

RM Tutor Power Management can be used on Windows 95, 98, Windows 2000, ME and XP.

Client Power On

To Power on a RM Tutor Client the workstation must have a Wake-on-LAN network adapter and a BIOS that will support it (consult your network adapter documentation for more information), the Client must also be 'Known' to the Control. The Control sends a Wake-on-LAN packet to the Client network adapter, which instructs the workstation to Power On.

► **To Power On a RM Tutor Client**

1. Select the icon(s) of the Clients you wish to Power On.

2. Choose {Client}{Power Management – Power On} from the Control Window drop down menu.

   Or,

   Click the Manage icon on the Control toolbar and choose Power On.

3. The Client workstations will now Power On.

Note If the Client workstations are 'Known', the machines can be Powered On at the start of a session by choosing {Start}{Programs}{RM Tutor}{RM Tutor Power On Machines}.

Client Power Off

RM Tutor uses the Advanced Power Management (APM) features of the Windows operating system (where supported), to provide Client power down capabilities. APM relies on the Client workstation having an ATX motherboard and ATX power supply.

A Control can remotely Power Off a Client workstation using the RM Tutor Power Management function.

▶ **To Power Off a RM Tutor Client**

1. Ensure all open applications at the Client workstations are closed.

2. Select the icon(s) of the Clients you wish to Power Off.

3. Choose {Client}{Power Management – Power Off} from the Control Window drop down menu.

   or

   Click the Manage icon drop down arrow on the Control toolbar and select Power Off.

   or

   If displayed, click the Power Off icon on the toolbar.

4. The Client workstations will now Power Off.

Finding and Connecting to Students

The Control Configuration dialog is used to specify how the Control connects to Clients at Startup. You can:

- Browse the Network and Connect to Clients with a specific name.
- Connect to a Known List of Clients.
- Create a ‘class’ and enable Clients to connect to it.

Note If the expected Clients are not found it may be because RM Tutor has not been configured to browse the required Networks. See *Configuring RM Tutor For Subnet Browsing* for more information.

If a 'Name Server/Gateway' has been configured, the Tutor program will use the details registered here rather than perform a browse across the network.

► **To browse and connect to Clients**

1. Select {School}{Configuration} from the Control Window drop down menu.
2. Select Startup.
3. Click in the “Browse and Connect to Students starting with” box.
4. Enter the first few characters of the Client names that you want to connect to. For example, entering Class1 would connect to all workstations whose Client name started with Class1. e.g. Class1_Wk1, Class1_Wk2 etc.
5. Click Ok.
6. Click Yes to re-initialise the Control Configurator.
7. The Control will connect to all Clients found and display their icons in the Control Window. These Clients have now been added to the Known Client list.

Note If a workstation was not available at the time the Control initialised, you can subsequently connect to it by double clicking the “Refresh List” icon in the List View. This will re-search the network and connect any additional Clients meeting the criteria.

It is essential that you have a logical naming convention for the Client workstations. If you need to change the names of any Client workstations see Configuring the Client workstations.

If required, a message can be displayed at the Client workstation when a connection is made. See the Configuring The Client Section of this manual.

▶ **To connect to the Known List of Clients**

1. Select {School}{Configuration} from the Control Window drop down menu.
2. Select Startup.
3. Click in the “Connect to known list of Students” box.
4. Click Ok.
5. Click Yes to re-initialise the Control Configurator.
6. The Control will connect to all Clients found and display their icons in the Control Window. These Clients have now been added to the Known Client list.

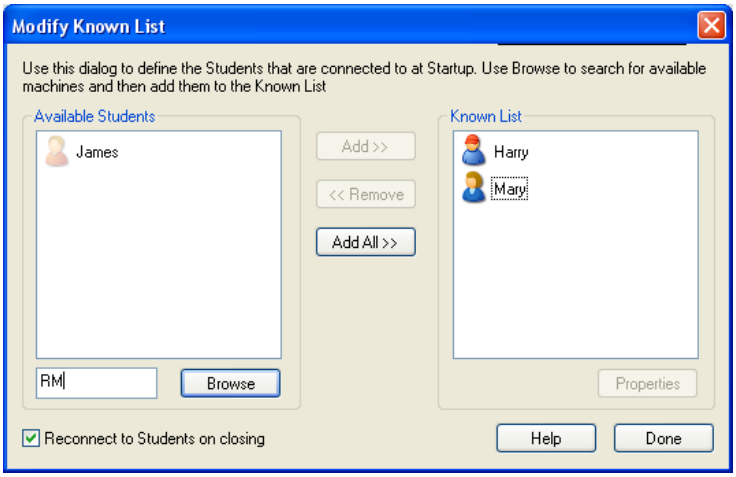
The Known List of Students

The Known List of Clients is a list of available Clients that have been found on the Network. These details are stored in the Client.NSS file. The list can be updated in the Modify Known List dialog.

Note When using Class Lists you can save more than one known List of Clients, these will be stored in separate Client.NSS files with the class name included e.g. Client_History Year 2.NSS.

▶ **To add available Clients to the Known List**

1. Choose {School}{Modify Known List} from the Control Window drop down menu.
2. The Modify Known List dialog will appear.



3. Enter a prefix for the Clients Computer Name in the text box beside the Browse button.
4. Click Browse.
5. The Browsing message will appear.

6. All Clients matching the prefix will appear in the Available Students list.

7. Select the Client icon and click Add.

8. The Client is now part of the Known List.

9. Click Done.

10. The Control will re-connect to the Known Clients and display their icons in the Control Window.

► To remove Clients from the Known List

1. Choose {School}{Modify Known List} from the Control Window drop down menu.

2. The Modify Known List dialog will appear.

3. Select the Client icon from the Known List.

4. Click Remove.

5. The Client is now Available but is not part of the Known list.

6. Click Done.

7. The Client icon will be removed from the Control Window.

Note In order to connect to a removed Client, you must Browse for them and add them to the Known List.

Creating a class for Students to join (Publish Class)

The traditional method for establishing a connection with Students is for the Tutor to browse the local network to find the required machines.

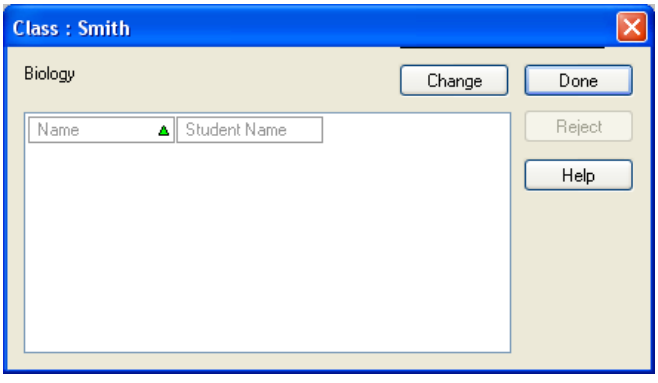
However, there may be occasions when the required Students are not available or the Students themselves wish to connect to a particular remote control session.

This feature enables the Tutor to create a 'class' that the Students themselves can connect to.

Note Feature only supported over TCP/IP connections.

▶ Creating a class for Students to join

1. To change the default methods of connection choose {School}{Configuration – Startup} from the Control Window drop down menu.
2. Select 'Publish Class and allow Students to Join'.
3. Enter a name and description for the class. (This is the name that will appear at the Student machine when they try to connect)
4. Click OK.
5. To apply the changes immediately, click Yes.
6. The Class Wizard will appear. If required enter the properties of a lesson.
7. Click Go.
8. The 'Join Class' dialog will appear. This lists the Student names as they connect to the class.



9. Click Done when all Students have connected. You can now conduct a remote control session with the connected Students.

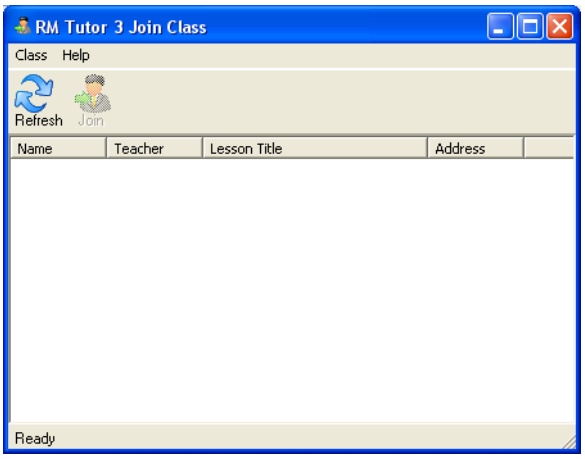
▶ To Join a Class

Student machines which have the RM Tutor Client program installed can browse the network to find ‘classes’.

1. At the Student machine, select the RM Tutor Client icon from the taskbar.

2. Choose {Commands}{Join a Class} from the Client drop down menu.

3. The Join Class dialog will appear and immediately search the network for classes.



4. Highlight the required Class and click Join.

5. When the connection has been made close the dialog.

The name of the connected Student will appear at the Control.

Note A complementary feature to ‘Join Class’ is ‘Class Lists’. This enables the Tutor to create and save multiple known lists of Students, the Tutor can then load the relevant list at the start of a lesson and automatically connect to the Student machines.

Client disconnects from an Active Session

During an active session you may find that Students inadvertently disconnect, for example, when they reboot their machine. Each time a Student disconnects a message will appear advising which Student has disconnected, you can dismiss this prompt or leave to timeout as it will allow you to carry on working, this message can be disabled if required.

▶ **To disable the disconnect prompt**

1. Select {View}{Current Settings – User Interface} from the Control Window drop down menu.

2. Select the **Silent Disconnect** option and Click Ok. The next time a Student disconnects no message will be displayed.

Note To automatically reconnect to Students when they become available, ensure that the **Automatically Reconnect to Students** option is selected in the Tutor User Interface Settings.

Configuring RM Tutor for Subnet Browsing

If your network is running across multiple TCP/IP Subnets you need to configure RM Tutor to use the additional subnets when browsing for Clients.

Before configuring RM Tutor to browse on a remote IP subnet it is useful to understand how IP addresses are made up and in particular what an IP Broadcast Address is. **See** Understanding IP Addresses.

▶ **To configure the RM Tutor program to browse IP subnets**

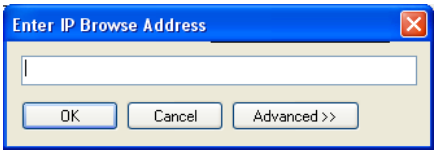
1. Select {School}{Configuration} from the Control Window drop down menu.

2. From the Configuration options choose Connectivity.

3. With the TCP/IP transport checked, click Settings.

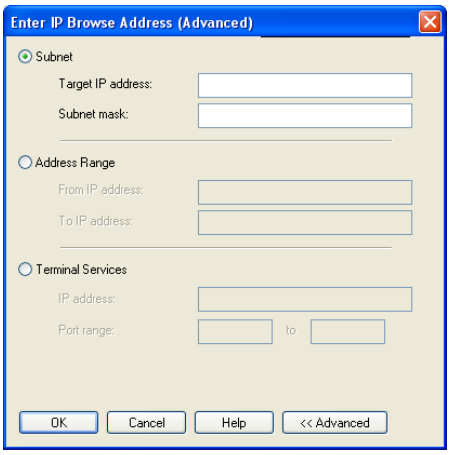
4. The Configure TCP/IP Client Browsing dialog will appear.

5. Click Add and enter the Broadcast Address of the Network you wish to browse if known.



or

To enable RM Tutor to calculate the Broadcast Address, click Advanced and enter a Target IP Address followed by the Subnet mask or enter the required Address Range.



6. Click OK.

Note When adding the address of a remote subnet, you must ensure that the broadcast address for the local subnet is also present. If not, the Control will not find any local clients when you perform a browse.

Some network Routers will suppress broadcast packets from being transmitted across WAN links. If this is the case then even if the Control is correctly configured you will not be able to browse the remote subnet.

Understanding IP Addresses

An IP address is made up of 4 bytes, each byte being made up of eight bits, which can have a value of 1 or 0. This gives possible IP addresses of 0.0.0.0 to 255.255.255.255.

Each IP address is also split into two portions, a network portion, which identifies the network the device is on, and the local or host portion, which identifies a particular device.

The subnet mask defines the position of this split between the network and host portions of the address, which is associated with the address. The subnet mask is also a four byte number. Each bit in the subnet mask that is set to 1 denotes that the corresponding bit in the IP address is part of the network portion.

For example if we have an IP address of 10.10.2.21 and a subnet mask of 255.255.255.0

IP Address	10	.10	.2	.21
Subnet Mask	255	.255	.255	.0
IP Address In Binary	00001010	.00001010	.00000010	.00010101
Subnet Mask in Binary	11111111	.11111111	.11111111	.00000000
Network Portion Of IP Address	00001010	.00001010	.00000010	.00000000
Host Portion Of IP Address	00000000	.00000000	.00000000	.00010101
Network Portion Of IP Address	10	.10	.2	.0
Host Portion Of IP Address	0	.0	.0	21

Therefore when we send an IP packet to 10.10.2.21 we are actually sending a packet to device 21 on network 10.10.2.0

In the example above, the network 10.10.2.0 can have 256 host addresses, 0 to 255. However, two of the host addresses, the first and last, on each IP network are reserved. The reserved host address with all bits set to 0 is the Network Address, and the one with bits set to 1 is the broadcast address.

In our example network of 10.10.2.0;

10.10.2.0 is the network address

10.10.2.255 is the broadcast address.

When an IP packet is sent to a networks broadcast address each device on the IP network will receive this packet.

It is this IP network broadcast address, which is used when configuring RM Tutor to browse on an IP subnet other than its own.

Implementing RM Tutor in a Terminal Server environment

The RM Tutor program can connect to Clients within a Terminal Server environment.

For ease of implementation RM Tutor provides a downloadable setup package which will guide you through the required installation and configuration processes.

Please visit **www.netsupportsoftware.com/support** and refer to Technical Document **TD128** for more information.

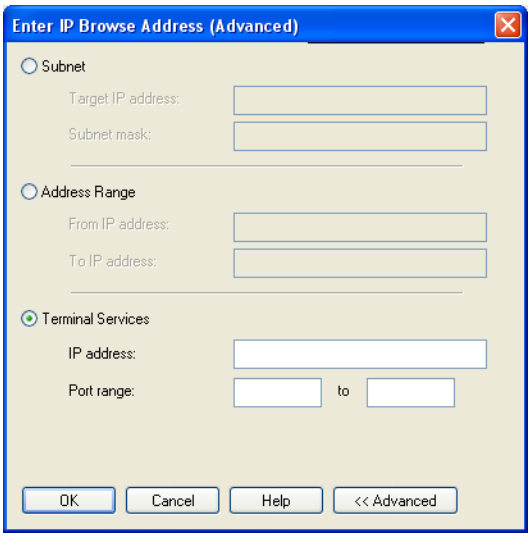
When the setup is ready you can configure the RM Tutor program to browse for the required Terminal Server Clients.

1. Select {School}{Configuration} from the Control Window drop down menu.

2. From the Configuration options choose Connectivity.

3. With the TCP/IP transport checked, click Settings. The Configure TCP/IP Client Browsing dialog will appear. Details of any existing Broadcast Addresses will be displayed and you can add your Terminal Server requirements to the list. Click Add.

4. You will be prompted for an IP Browse Address but to enter your Terminal Server address range, click Advanced.



5. In the Advanced Browse dialog enter the IP Address of your Terminal Server and the range of Port Numbers allocated to the Terminal Server Clients. Click OK, the specified browse details will be added to the list of addresses. Click OK to accept the listed Broadcast Addresses.

6. Click OK to accept the new TCP/IP settings. To apply the changes immediately click Yes.

7. You can now BrowseTo_Browse_and_connect_to_Clients >Second for your Terminal Server Clients.

Using a Name Server/Gateway to Find Student PCs

The RM 'Name Server' or 'Gateway', is provided as an optional installation component. It's purpose is to provide a simple and reliable method of locating and connecting to Student PCs in LAN/Wireless LAN environments. This can be particularly useful where Students transport laptops from class to class making it difficult for traditional connectivity options to find them.

Once configured, Student PCs connect to the Name Server on start-up and register their availability and current IP address with the Server. At the Tutor end, when browsing to locate Students, a search of the Name Server is performed rather than a UDP browse across the network. The Tutor program uses the IP address registered with the Name Server.

The Name Server can be used with all 3 start-up modes.

The advantages of using a Name Server over traditional Browse options are:

- Negates the need to browse the network to locate Student PCs.
- Reduces the time taken to locate Students.
- Reduces the need to configure and maintain broadcast range entries in the Tutor configuration.
- More reliable connection method in wireless LAN environments. The Tutor uses the current IP address when establishing connections. Avoids problems in Wireless environments where Student laptops change access points and are assigned new IP addresses.
- Students on different subnets are able to join a published class without having to define additional Browse address information on the Student PC.

The basic requirements for using a Name Server are:

- It needs to be installed on a PC that is accessible to all Tutor and Student PCs.
- It needs to have a static IP address.
- The Tutor and Student PCs need to be configured to use the Name Server.

The Name Server, Tutor PC and Student PC must have a matching Name Server Security key configured.

Installing & Configuring a Name Server

A 'Name Server' or 'Gateway' is designed to run on a machine that is accessible from both the Tutor and Student PCs. It must therefore have a fixed or static IP address. The Name Server can be installed as a standalone component on the machine you wish to use, or along with other RM components.

When performing a RM Tutor installation, select the Name and Connectivity Server component from the Custom Setup screen. You will also need to configure the Server (Gateway) properties. At the end of the installation the Gateway Configuration dialog will appear or after installation you can launch the dialog by right-clicking on the Gateway icon in the system tray.

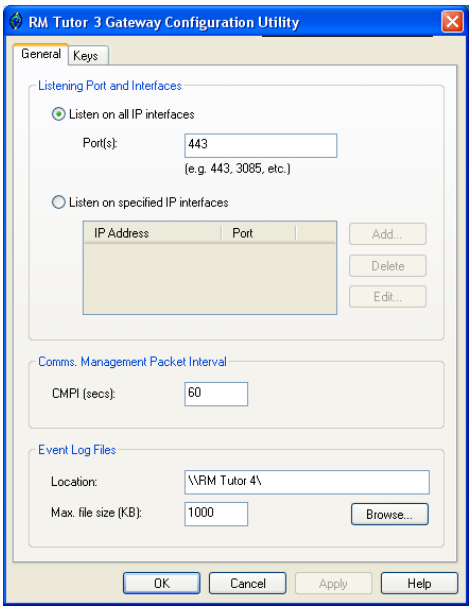
The Gateway/Name Server is configured with the IP Address of the Gateway machine and a Security Key. This same information must also be entered at both the Tutor and Student machine thus validating connections between the various components.

Once the Tutor and Student connectivity options are set to use the designated Name Server, each time the Student machine starts up, it's current IP Address will be registered with the Server. In turn, the Tutor will check the currently defined method for browsing for Students at Start Up but rather than performing a UDP browse of the network it will poll the Name Server to find Students matching the criteria.

Gateway Configuration – General Properties

You use this dialog to configure the properties of the Gateway. (Name Server)

You can access the dialog at the end of the installation, when the dialog will appear automatically, or via the RM Gateway icon which appears in the workstations system tray. Right-click on the icon and select Configure Gateway. Alternatively, you can run the file Pcigwcfg.exe from the RM Tutor program folder.



Listening Port and Interfaces

Listen on all IP interfaces

By default, the installed Gateway component uses the local IP Address(es) and communicates through Port 443.

Listen on specified IP interfaces

If the Gateway machine has multiple network cards installed, you can add the specific IP Address to use. Click Add and enter the required address.

Note The IP address of the Gateway machine and key will also need to be configured at both the Tutor and Student workstation.

Comms. Management Packet Interval

CMPI (secs:)

When configured for Gateway connections, the Client workstation confirms its availability by periodically polling the Gateway. By default, a network packet is sent every 60 seconds but you can change this if required.

Event Log Files

Gateway activity during an active session is recorded in a text file, default GW001.LOG. This can be useful for checking which Clients and Controls have connected through the Gateway.

Location:

By default, the log file is stored in the RM Tutor program folder. Select Browse to specify an alternative path.

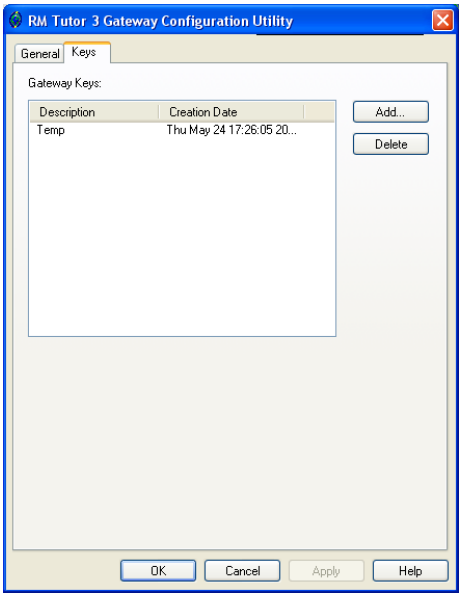
Max File Size (KB):

Over a period of time the log file could become quite large, you can manage this by specifying a maximum file size. When the limit is reached the existing information in the file is overwritten by the new records.

Note For changes to the log file settings to take affect you will need to restart the Gateway32 service.

Gateway Configuration – Creating Keys

Access to a Gateway/Name Server is protected by use of a Security Key.



The Gateway will not accept connections from a Tutor or Student unless a "Gateway key" is specified, and that same key is also configured at both the Tutor and Student end. The Gateway can support multiple keys, at least one key must be specified.

Select Add to specify the key. The Key must be at least 8 characters.

Working with Groups

RM Tutor provides you with sophisticated grouping functions to enable you to manage and organise different groups of Students. You can use the following functions on groups as a whole: -

- Show
- File Distribution
- Scan
- Execute
- Message
- Lock/Unlock
- Multimedia Support
- Send/Collect Work
- Chat

▶ **To create a Group**

1. Choose {Group}{New} from the Control Window drop down menu.

   Or,

   Click the new Group icon on the Group Bar.

   Or,

   Right-click on selected Client icons and choose Add to Group and select New.

2. A Group Wizard dialog box appears that asks you to provide a name and brief description of the group. It will then assist you in creating your group.

3. Your newly created Group will appear as a tab on the Group Bar for quick access.

▶ To change the members of a Group

1. Choose {Group}{Properties} from the Control Window drop down menu.

   Or,

   Click on the Properties icon on the Group Bar.

   Or,

   Click on the Properties icon in the Control Window.

   Choose the Members Tab and simply select the Client to be removed or added.

2. Click OK, when you are happy with the members of the Group.

Or,

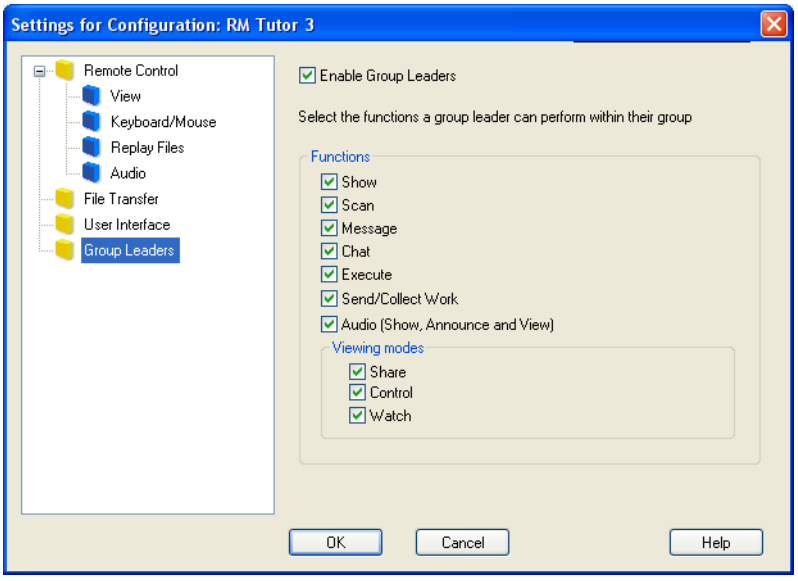
1. Right-click on selected Client icons and choose Remove from Group.

Group Leaders

When working with defined Groups of Clients, the Control can assign 'Group Leader' status to a selected member of the Group. The designated Leader can then take control of the Group, performing many of the tasks that the main Control can. The main Control retains overall responsibility while a Group Leader is in place, and can remove the status at any time.

To select the features to be made available to a Group Leader choose **{View}{Current Settings – Group Leaders}** from the Control Window drop down menu.

All Group Leader features are enabled by default but can be removed by un-checking the appropriate box.



▶ Assigning a Group Leader

1. Select the required Group from the Group Bar.

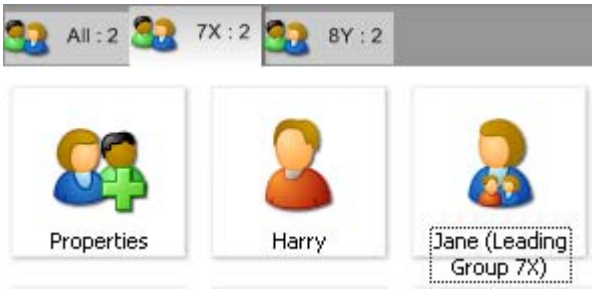
2. Select the required Client icon.

3. Choose {Client}{Group Leader} from the Control Window drop down menu.

   or,

   Right click on the required Client and select Group Leader.

The Client icon in the Control Window will be highlighted to indicate that they are a Group Leader.



The Client will receive a message indicating that they have been given Group Leader Status. They can choose to run the Group Leader Control immediately or at a later stage by clicking on the Group Leader Icon that will be created in their system tray.

Note Although a Client may be in more than one group, they can only lead one group at a time.

Each defined Group can have a Group Leader even if one of the Group Members is already leading another Group.

The main Control can continue to monitor all Clients, including Group Leaders.

Suspend Group Leaders

During a Control session where Group Leaders are in place, the Tutor may want to perform a task without conflicting with something the Group Leaders are doing. Rather than remove and reinstate each Group Leader individually, you can globally suspend and reinstate Group Leader access as required.

▶ To suspend Group Leaders

1. Choose {School}{Suspend Group Leaders} from the Control Window drop down menu.

2. All Group Leaders will be suspended.

▶ To reinstate Group Leaders

1. Choose {School}{Suspend Group Leaders} from the Control Window drop down menu.

2. All Group Leaders will be reinstated.

▶ **Remove Group Leader**

The main Control can remove Group Leader status from Clients at any time.

▶ **To remove Group Leaders**

1. From the Control Window, select the Group containing the required Client.

2. Right click on the Client icon and select Group Leader

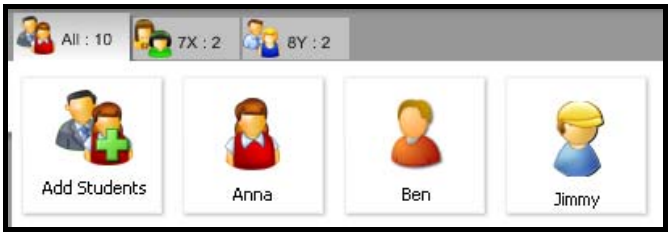
   or,

   Choose {Client}{Group Leader} from the Control Window drop down menu.

The Client will receive a message informing them that Group Leader rights have been removed.

Customise Client and Group Icons

The Student and Group icons displayed in the Control Window can be customised to suit individual requirements. A choice of images can be used and you can apply these to the machine name or to the logged on user.



▶ **Customise Client and/or Group Icons**

1. Select {Client}{Customise} or {Group}{Customise} from the Control Window drop down menu.

2. The Image Customisation dialog will appear. Select one of the three tabs:

All Computers	Applies the selected image to the machine name.
Logged On User Name	Assigns the image to the user name so will load at whatever PC the Student logs onto. This option takes precedence over the machine name.
Groups	Enables you to apply an image to each defined Group of Students.

3. Select the Client Name or Group from the list and click Modify. If using the Logged on User name option, click Add and enter the Students logon name.

4. Browse for the required icon image. A number of default libraries (*.ncl) are provided in the Program Folder or you can select a picture of your own choosing. Highlight the required image and click OK. Repeat this process for any other Clients and Groups.

5. Click Done when complete.

Note Individual Client and Group icons can be changed by amending the properties of the selected item. Choose {Client}{Properties}{Details Tab} or {Group}{Properties} form the Control Window drop down menu. Select Customise Appearance.

Using RM Tutor

In this chapter…

You will discover how to use the wealth of features available to a Control User. From how to initiate a remote control session to how you then monitor and manage activity at the end-users desktop.

Lock/Unlock Students Mouse and Keyboard

When you perform a Show, the Clients mouse and keyboard are automatically locked. There may, however, be other occasions when you want to lock a Clients keyboard and mouse. You can only Lock/Unlock Clients that are connected.

The keyboard and mouse can be configured to lock separately if required.

From the Control Window drop down menu choose **{View}{Current Settings – User Interface}**.

▶ To lock Clients

1. Select the Client(s) or Groups of Clients you wish to Lock.
2. From the Control Window drop down menu, choose {Client}{Lock Keyboard/Mouse}.

   Or,

   From the Toolbar, choose Lock.

   Or,

   Right-click on selected Client icons and choose Lock.
3. By default a graphic will appear on the Client workstation, informing them that you have locked their mouse and keyboard.

▶ To unlock Clients

1. From the Control Window drop down menu, choose {Client}{Unlock Keyboard/Mouse}.

   Or,

   From the Toolbar, choose Unlock.

   Or,

   Right Click on selected Client icons and select Unlock.

▶ To blank a Clients screen when locked

1. Choose {View}{Current Settings – User Interface} from the Control Window drop down menu.
2. Check Blank screen when Locking mouse and keyboard.
3. Click OK.
4. Select the Client(s) or Groups of Clients you wish to Lock.

5. From the Control Window drop down menu, choose {Client}{Lock Keyboard/Mouse}.

   Or,

   From the Toolbar, press the Lock icon.

Note If you View a locked Client, the blank Client screen setting will no longer apply. To blank a Client screen when Viewing, choose {Client}{Blank screen} from the View Window drop down menu.

Alternatively, you can freeze the Clients screen and display a flashing image “This machine has been locked by the Control user” Choose {View}{Current Settings – User Interface} and disable the Blank Screen and Display Image options, to enable the flashing message.

▶ To display a graphic when locking a Client workstation

A graphic can be displayed on a Students screen when the Tutor uses the Lock function. When a Client’s keyboard and mouse have been locked, a default image **nss_lock_image_jpg** appears on their screen.

1. Choose {View}{Current Settings – User Interface} from the Control Window drop down menu.

2. Select “Display image when locking mouse and keyboard”.

3. Click OK.

4. Select the Client(s) or Groups of Clients you wish to Lock.

5. From the Control Window drop down menu, choose {Client}{Lock Keyboard/Mouse}.

   Or,

   From the Toolbar, press the Lock icon.

Note If you View a locked Client, the display graphic on a Client screen will no longer apply.

If an Image File cannot be located on the Client machine, a flashing message “This machine has been locked by the control user” will be displayed on the Client screen.

The image can be changed if necessary by replacing the file or by using the Client Configurator to select an alternative file.

1. In the Client Configurator choose {Advanced} Image Option.
2. The Image File will display the default file.
3. Click Browse to select an alternative file, then Open.
4. The Image File will display the new file.
5. Click OK.

Note If you would like to display an Image File that is not available on Client workstations, use the RM Tutor 4 Remote Deploy function to Deploy a Configurator setting to all connected Client workstations.

Viewing Student screens

Having connected to a Client, you can now control it. This is called Viewing. The Client’s screen will be displayed in a Window on the Control workstation. RM Tutor will allow you to View multiple Client screens, each in its own Window, simultaneously.

Note If required, a message can be displayed at the Client workstation confirming it is being Viewed. See the Configuring The Student Section of this manual.

The Quick View Bar allows you to View a connected Client quickly and easily. When you connect to a Client a button with the Clients name will appear on the Quick View Bar on the Control Window. By clicking on a button you will View the Clients screen, by clicking on the button while Viewing, the View Window will be closed.

► **To View a Client**

1. Double click the required Client icon in the List View.

   or,

   With the required Client icon selected, choose {Client}{View} from the Control Window drop down menu.

   or,

   Click the View Client icon on the Control toolbar.

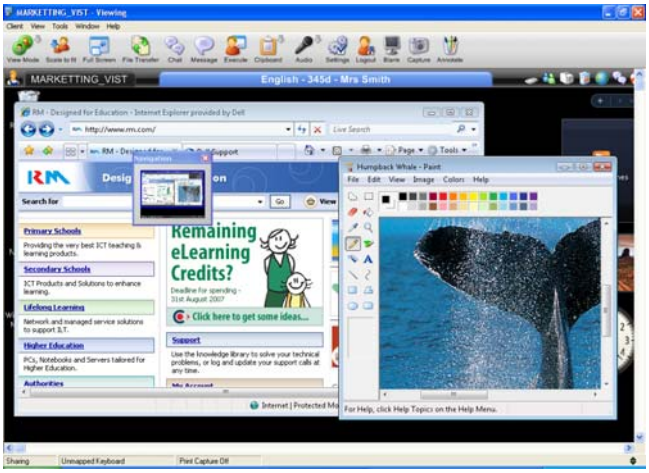
or,

Right click on the Client icon and choose View.

or,

Click the required Client name on the Quick View Toolbar.

2. The View Window for that Client will appear at the Control. To aid navigation of the Client screen, a thumbnail image of the screen is displayed enabling you to scroll the Client desktop more easily. Simply click and drag inside the thumbnail to view specific areas. The navigation panel can be enabled or disabled by selecting {View}{Navigation} from the View Window drop down menu.



Note For acceptable performance while Viewing, ensure that the Client's Active Desktop is turned off.

▶ To stop Viewing the Client and return to the Control Window

1. Choose {Client}{Close} from the View Window drop down menu.

There are three modes in which you can View a Client workstation:

Share The Client's screen will be displayed at both the Control and the Client. Both the Control and the Client will be able to enter keystrokes and mouse movements.

Watch The Client's screen will be displayed at both the Control and the Client. Only the Client will be able to enter keystrokes and mouse movements. The user at the Control will be locked out.

Control The Client's screen will be displayed at both the Control and the Client. Only the Control will be able to enter keystrokes and mouse movements. The Client will be locked out.

▶ **To change the Viewing mode**

1. While Viewing the Client, click the View Mode icon on the View Window toolbar and select Share, Watch or Control.

   or,

   Select {Client}{Share/Watch/Control} from the View Window drop down menu.

Other View Window options are:

Scaling to Fit

It may be that the Client is running in a higher resolution than the Control. In this case choosing the Scale to Fit option from the View Window menu or toolbar, will re-size its screen to fit the Window in which it is displayed.

Switching to Full Screen

Alternatively, you might choose to use the whole of the Control's screen to display the Client's screen. This is known as the Full Screen Viewing. While Viewing a Client in Full Screen a floating toolbar will also be displayed. If you close this down, remember to use the hot keys, usually CTRL+RSHIFT+LSHIFT, to get back to the Control Window or press <PAUSE ALT> to display the drop down menus.

Blanking the Clients screen while Viewing

For security reasons, you may require the Client screen to be blank while you are remotely controlling it.

1. Choose {Client}{Blank screen} from the View Window drop down menu.

2. The Clients screen will be blanked.

3. To restore the screen, choose {Client}{Blank screen} from the View Window drop down menu.

Sending Ctrl+Alt+Delete while Viewing

You can send Ctrl+Alt+Delete to a workstation that you are Viewing.

▶ **To send Ctrl+Alt+Delete to a Client you are Viewing**

1. Press the Ctrl+Alt+Esc keys simultaneously.

Or,

1. Choose {Client}{Send Ctrl+Alt+Delete} from the View Window drop down menu.

2. Click Yes, to confirm Send Ctrl+Alt+Delete.

Viewing multiple screens simultaneously

RM Tutor enables you to View multiple Clients simultaneously, each in its own Window. You can even scale their individual View Windows to fit on the Control's screen.

▶ **To View multiple screens**

1. From the Control Window menu or any Client View menu, choose {Window}{Tile} and then select which RM Tutor Windows you want to display.

2. Your chosen Windows will be tiled on the Control's screen. If you want to be able to see the entire Client's screen then choose the Scale to Fit option in the toolbar of each Client's View Window.

Note Scale to Fit is set by default. To View the screen in normal resolution, turn off Scale to Fit.

Blank all Client Screens

Although you can blank a Client screen while it is being Viewed, there may be occasions when you quickly want to blank all Client screens simultaneously.

▶ **To blank all Client screens**

1. Choose {School}{Blank Screen} from the Control Window drop down menu.

2. The Lock symbol will appear on each Client icon.

3. To restore the screens, repeat the above process.

Remote Clipboard

During a View Session you can copy the content of the clipboard between Control and Client PCs.

The Clipboard icon, available on the View Window Toolbar, provides the following options:

Send clipboard

Used when copying from the Control to a Client and using the {edit}{cut/copy} menu option.

Retrieve clipboard

Used when copying from the Client to the Control and using the {edit}{cut/copy} menu option..

Auto

When enabled, provides the quickest method for copying data. Use the short cut keys (Ctrl-C & Ctrl-V) to automatically copy to and from the clipboard at both the Control and Client machines.

▶ Sending the content of the clipboard from a Control to a Client workstation

1. View the required Client.

2. Open appropriate applications on the Client and Control workstations.

3. Select and copy the required data from the application at the Control.

   If **Auto** is enabled using Ctrl-C copies the data directly to the clipboard.

   or

   If you have used {Edit}{Cut/Copy}, return to the Clients view window and click the Clipboard icon on the View Window toolbar and choose Send Clipboard.

4 To paste the data at the Client application, choose {Edit} from the Client application drop down menu, select Paste.

   or

   Use the short cut keys (Ctrl-V) to paste the data.

▶ Sending the content of the clipboard from a Client to a Control workstation

1. View the required Client.

2. Open appropriate applications on the Client and Control workstations.

3. Copy the required data from the application at the Client as above but if using menu options rather than the shortcut keys, choose Clipboard – Retrieve Clipboard from the toolbar.

4. Return to the Control application and paste the data using the appropriate menu options or the short cut keys (Ctrl-V).

Scanning Students

The Scan function enables you to cycle through each connected Client in turn, displaying its screen on the Control. It is an alternative to Viewing multiple Clients in scaled windows, which may cause their screens to be unreadable.

Multiple Client screens can also be scanned in one Scan Window.

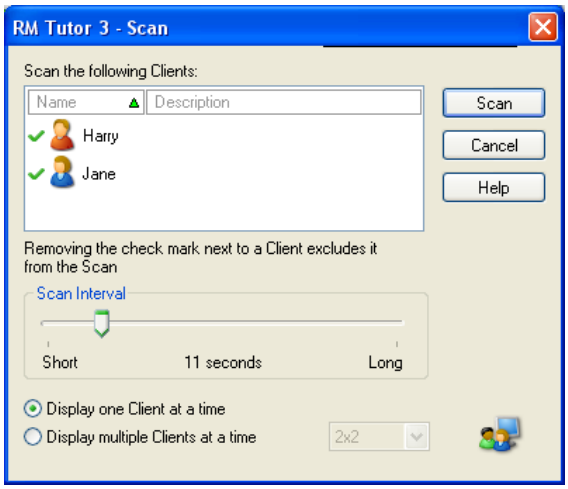
▶ To Scan one Client screen at a time

1. Choose {Group}{Scan} from the Control Window drop down menu.

   Or,

   Select the Scan button from the Control Toolbar.

2. The Scan dialog will appear.



3. Specify which Clients to Scan by removing or including the check mark next to the Client name.

Note If you want to start scanning from a particular Client, select their icon in the Scan dialog.

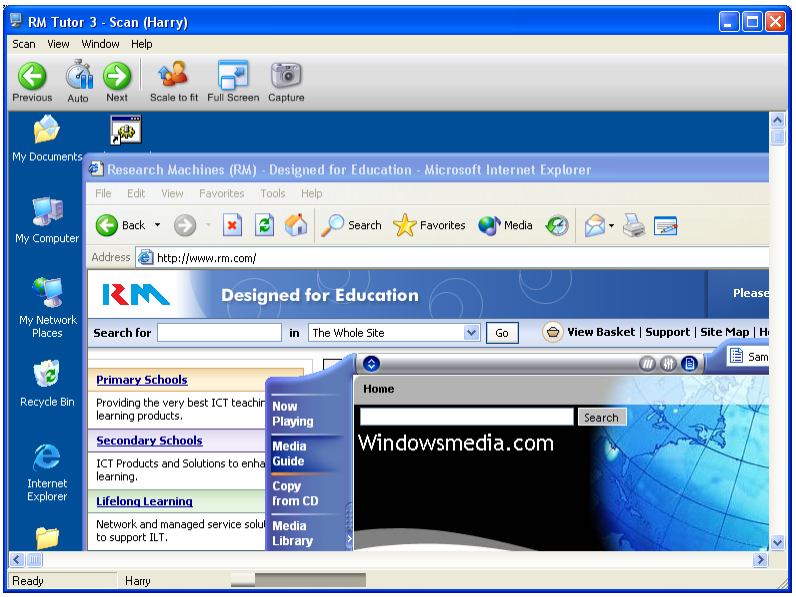
---

4. Select the Scan interval.

5. Select Display one Client at a time.

6. Click Scan

7. The Scan Window will appear and immediately show you the first Client in the sequence. It will cycle through the selected Clients, showing their screens on the Control, until you end the Scan.



The toolbar buttons for a single Client Scan Window have the following functions: -

Previous, Auto and Next buttons

You can turn auto timing on or off from the Scan Window toolbar, or choose to move forwards or backwards between individual Clients. The previous button shows the previous Client screen scanned. The next button shows the next Clients screen in the scan cycle.

Scaling to Fit

It may be that the Client is running in a higher resolution than the Control. In this case choosing the Scale to Fit button, will re-size its screen to fit the Window in which it is displayed.

Full Screen
When Scanning in full screen mode, you can use the Scan Floating toolbar to Control the operation.

Capture
A snapshot of the current Client view window will be taken. You will then have the option to name and save the current screen contents to a file.

▶ To end the Scan

1. Choose {Scan}{Close} from the Scan Window drop down menu.

Scanning multiple screens simultaneously

Multiple Client screens can be scanned simultaneously in one Scan Window.

▶ To Scan multiple screens simultaneously

1. Choose {Group}{Scan} from the Control Window drop down menu.

   Or,

   Select the Scan button from the Control Toolbar.

2. The Scan dialog will appear.

3. Specify which Clients to Scan by removing or including the check mark next to the Client name.

4. Select Display multiple Clients at a time.

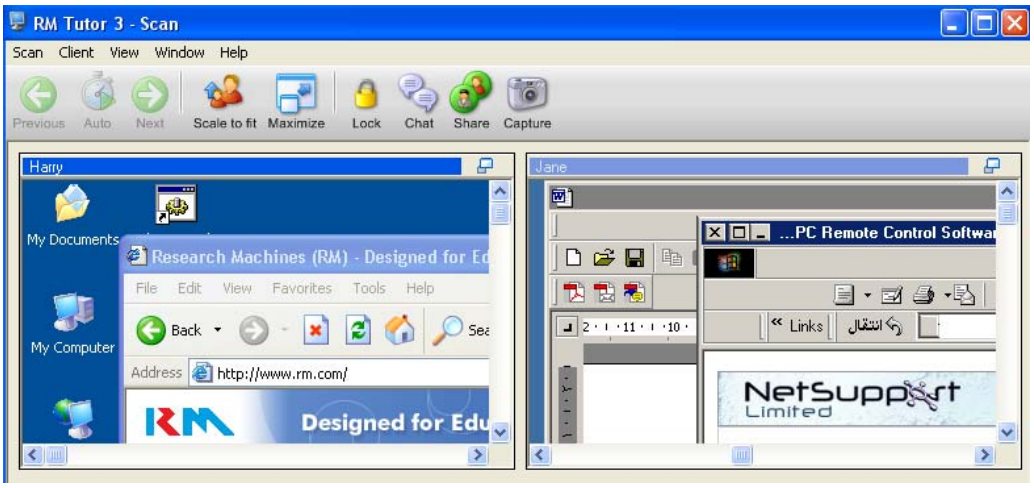
5. Select number of Client screens to be displayed in the Scan Window.

6. If scanning more than four Client screens, select a Scan interval.

7. Click Scan.

8. The Scan Window will appear.

Note If Scanning more Client screens than the number of screens displayed in the Scan Window, by using the Next, Auto and Previous buttons you are able to switch between multiple Scan Windows.



The toolbar buttons for a multiple Client Scan Window have the following functions: -

Previous, Auto and Next buttons

You can turn auto timing on or off from the Scan Window toolbar, or choose to move forwards or backwards between individual Clients. The previous button shows the previous Client screen scanned. The next button shows the next Clients screen in the scan cycle.

Scaling to Fit

It may be that the Client is running in a higher resolution than the Control. In this case choosing the Scale to Fit button, will re-size its screen to fit the Window in which it is displayed.

Maximise

To enlarge a Client View Window. This button will be greyed out until you select a Client View Window. To maximise the Client View Window, click the Maximise button or click the box in the top right hand corner of the Client View Window.

Lock

To lock a selected Clients keyboard and mouse.

Chat

To initiate a chat session between a Client and the Control.

Share

To View a Client in Share Mode.

Capture

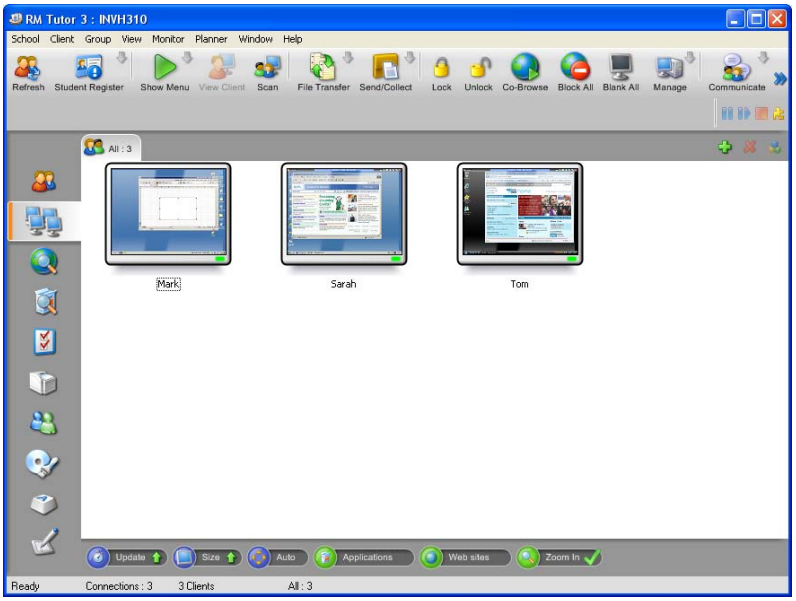
A snapshot of the current Client view window will be taken. You will then have the option to name and save the current screen contents to a file.

▶ **To end the Scan**

1. Choose {Scan}{Close} from the Scan Window drop down menu.

Monitor Mode

Monitor Mode, similar to the Scan feature, enables the Tutor to view multiple Student screens simultaneously.


RM Tutor 3 : INVH310
School Client Group View Monitor Planner Window Help
Refresh Student Register Show Menu View Client Scan File Transfer Send/Collect Lock Unlock Co-Browse Block All Blank All Manage Communicate
All : 3
Mark
Sarah
Tom
Update Size Auto Applications Web sites Zoom In
Ready Connections : 3 3 Clients All : 3

A convenient thumbnail view of each connected Student screen is displayed at the Tutor providing a quick and easy method for monitoring Student activity. While in Monitor mode the Tutor still has access to the full range of RM Tutor features such as View, Chat and File Transfer.

1. Choose {View}{Monitor View} from the Control Window drop down menu.

   or

   Click the Monitor Mode icon on the left hand side of the Control Window.

The List View will display each Student thumbnail. By mousing over a thumbnail you can zoom into that screen. Double-clicking on a thumbnail will open a view session to the selected Student, right-click and you can select from the full range of available Client features. For example, by selecting multiple thumbnails you can invite those Students into a Chat session.

Note The Zoom facility can be toggled on/off by selecting {Monitor}{Zoomed Mode} from the Control Window drop down menu or clicking the ‘Zoom In’ icon at the bottom of the Control Window.

Monitor Mode provides a number of additional tools:

- **Customise thumbnail size**

  Student thumbnails can be resized to suit personal preferences. This is particularly useful when connected to large numbers of Student machines.

  1. Choose {Monitor}{Size} from the Control Window drop down menu.

     or

     Click the Change Size icon at the bottom of the Control Window.

  2. Select the required size from the available options.

- **Auto-Fit size of Student thumbnail**

  This option will automatically adjust the size of the displayed thumbnails to fit the window.

  1. Choose {Monitor}{Auto fit Students} from the Control Window drop down menu.

     or

     Click the Auto Size icon at the bottom of the Control Window.

- **Changing the thumbnail refresh rate**

  Depending on how closely you want to monitor Student activity you can adjust the frequency at which the thumbnails are refreshed.

  1. Choose {Monitor}{Update} from the Control Window drop down menu.

     or

     Click the Change Frequency icon at the bottom of the Control Window.

  2. Select the required time interval from the available options.

- **Show active application**

  When enabled, an icon will appear in the top left of each thumbnail indicating which application is currently active at the Student machine. In addition, if you have created approved and restricted application lists, a green (approved) or red (restricted) border will appear on the thumbnail alerting you to any potential misuse of applications.

  1. Choose {Monitor}{Show Active Application} from the Control Window drop down menu.

     Or

     Click the Show Active Application icon at the bottom of the Control Window.

- **Show active web site**

  Displays an icon in the bottom right of each thumbnail indicating which site the Student is currently visiting. If you have created approved and restricted web lists, a green (approved) or red (restricted) border will appear on the thumbnail alerting you to any potential misuse of the Internet.

  1. Choose {Monitor}{Show Active Web Site} from the Control Window drop down menu.

     Or

     Click the Show Active Web Site icon at the bottom of the Control Window.

- **Show help requests**

  If enabled, this option highlights when a Student has outstanding help requests. A flashing Question Mark icon appears in the top right of the relevant thumbnail.

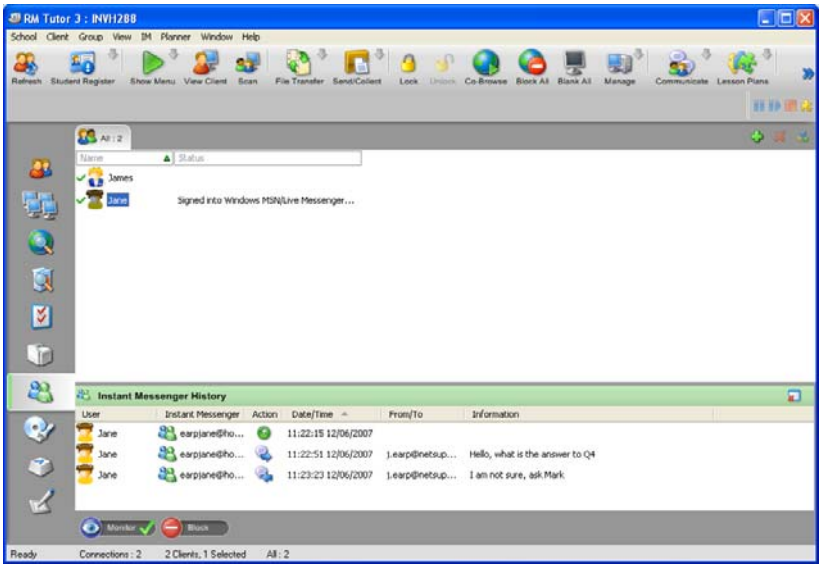
  To enable/disable, choose {Monitor}{Show Help Requests} from the Control Window drop down menu.

Messenger Monitoring

RM Tutor extends its application control features with the availability of Messenger Monitoring. In addition to the ability to prevent Messenger applications running within the classroom, RM Tutor also provides real-time monitoring of specific Messenger applications presenting the Teacher with a real time view of chat activity and content.

Note Messenger Monitoring supports the following Instant Messenger applications, AOL 5.5 or above, Yahoo Messenger 8 or above, Windows Messenger 4.0 or above and Windows Live Messenger 8.1.

This feature is not supported on Windows 9X.


RM Tutor 3 : INVI1288
School Client Group View IM Planner Window Help
Refresh Student Register Show Menu View Client Scan File Transfer Send/Collect Lock Unlock Co-Browse Block All Blank All Manage Communicate Lesson Plans
All : 2
Name Status
James
Jane
Signed into Windows MSN/Live Messenger...
Instant Messenger History
User Instant Messenger Action Date/Time From/To Information
Jane earpjane@ho... 11:22:15 12/06/2007
Jane earpjane@ho... 11:22:51 12/06/2007 j.earp@netsup... Hello, what is the answer to Q4
Jane earpjane@ho... 11:23:23 12/06/2007 j.earp@netsup... I am not sure, ask Mark
Monitor Block
Ready Connections : 2 2 Clients, 1 Selected All : 2

1. Choose {View}{IM View} from the Control Window drop down menu.

   or

   Click the Instant Messenger icon on the left hand side of the Control Window.

Identify Students Instant Messenger activity

In the List View, the Student icons can be viewed in a number of different ways. Choose {View}{Large Icons/ Small Icons/ List/ Details} or right click in the List View and select one of these options to change the layout of the Student icons.

When viewing the "Large Icons" layout, an icon is displayed next to the Student icon showing that the Student is signed into Instant Messenger. If the List View is in "Details" layout, the Instant Messenger status for each Student is displayed.

You can filter the Instant Messenger activity, choose {IM}{Filter}{Show Sign In/ Show Sign Out/ Show Messages/ Show File Transfer} from the Control Window drop down menu.

▶ **Monitor Instant Messenger**

1. Choose {IM}{Monitor} from the Control Window drop down menu.

   Or,

   Click the Monitor icon at the bottom of the Control Window.

2. You can now monitor the Students Instant Messenger.

Note If monitoring is enabled and you switch modes, an icon will be displayed on the Messenger tab to acknowledge Messenger monitoring is currently switched on.

▶ **Block Instant Messenger**

1. Choose {IM}{Block} from the Control Window drop down menu.

   Or,

   Click the Block icon at the bottom of the Control Window.

2. The Messenger Status for the Students will now show as blocked.

▶ **Clear Instant Messenger history**

Allows you to clear the Instant Messenger data from the List View. This data is not deleted, you can view this in the Instant Messenger history.

1. Choose {IM]{Clear} from the Control Window drop down menu.

   Or

   Click the Clear List icon in the List View.

2. The Instant Messenger data will be cleared from the List View.

View Instant Messenger history

This feature of Messenger Monitoring enables you to monitor the Messenger activity of connected Students and if required, store or print a permanent record.

1. In Instant Messenger View choose {IM}{History} from the Control Window drop down menu.

2. The Instant Messenger History dialog will appear.

   This provides details of the Students Instant Messenger activity during the currently connected session. The list is cleared when the Tutor disconnects.

The available options are:

Show History for:

The list can be viewed by currently **Selected Client** or **All** Connected Clients.

Refresh

While viewing the list click Refresh at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Print

Prints details of the currently displayed items.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Close

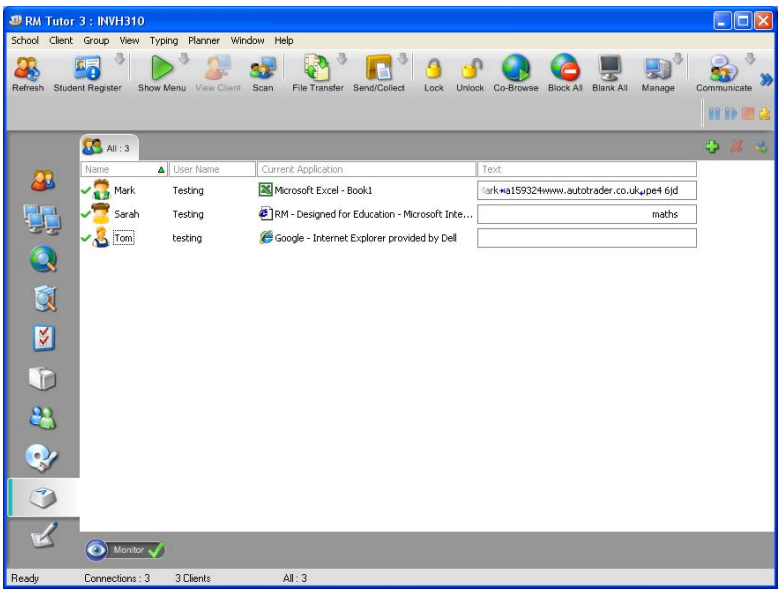
Closes the History dialog but details will continue to be recorded while the Control is connected.

Keyboard Monitoring

Allows the Tutor to monitor Students keyboard usage while using any approved application, providing a real-time insight into Student activity during a class. The Tutor can monitor the entire class, quickly viewing any typed content and keeping an eye on Student activity levels.

The keyboard monitor also provides a perfect monitoring tool when Students are online in forums or search forms.

Note You can only view Keyboard Monitoring when the List View is in "Details" layout.


RM Tutor 3 : INVH310
School Client Group View Typing Planner Window Help
Refresh Student Register Show Menu View Client Scan File Transfer Send/Collect Lock Unlock Co-Browse Block All Blank All Manage Communicate
All : 3
Name User Name Current Application Text
Mark Testing Microsoft Excel - Book1
Sarah Testing RM - Designed for Education - Microsoft Inte... maths
Tom testing Google - Internet Explorer provided by Dell
Monitor
Ready Connections : 3 3 Clients All : 3

► Monitoring activity

1. Choose {View}{Typing View} from the Control Window drop down menu.

   Or,

   Click the Keyboard monitor icon on the left hand side of the Control Window.

2. To monitor Student activity you need to switch to Details layout. Choose {View}{Details} from the Control Window drop down menu.

   Or,

   Right click in the List View and choose Details.

3. Choose {Typing}{Monitor} from the Control Window drop down menu.

   Or,

   Click the Monitor icon from the bottom of the Control Window.

4. An icon showing the current application running on the Student workstation will be displayed next to each Student along with any typed content.

Note If monitoring is enabled and you switch modes, an icon will be displayed on the keyboard tab to acknowledge that Keyboard monitoring is currently switched on.

Screen Capture

Screen Capture enables the Tutor to take a snapshot of the current Student screen whilst Viewing or Scanning and allows the Tutor to save the current screen contents to a file. The Machine Name, Student Name, Date, Time and Product Name will also be recorded on the Screen Capture when saved.

▶ **Capture a Students screen whilst Viewing**

1. When Viewing a Student choose {Tools}{Capture Screen} to capture the current screen contents.

   Or

   Click on the “Capture” icon on the Toolbar.

2. A “Save As” Dialog will appear.

3. Type in a File Name.

4. Choose one of the three different file formats, .BMP, .JPG, .PNG.

5. Click Save.

▶ **Capture a Students screen whilst Scanning**

1. When Scanning Student screens choose {Client}{Capture Screen} to capture the current screen contents.

   Or

   Click on the “Capture” icon on the Toolbar.

Note When Scanning Multiple Students, a Student screen must be active (highlighted) for the Screen Capture feature to become available.

When capturing in the Scan session (one Student at a time), Auto Scan is temporarily suspended until the Screen Capture operation is complete. Once complete, Auto Scan is re-enabled automatically and the Scan of the next Student continues.

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2. A “Save As” Dialog will appear.

3. Type in a File Name.

4. Choose one of the three different file formats, .BMP, .JPG, .PNG.

5. Click Save.

Showing to Students

The Show feature enables the Control user to emphasise key learning points by displaying the information on their screen to a selected Client or group of Clients. You can also show a stored Replay File, a Video or an Application that is currently running at the Control.

During a Show, the Control can nominate a selected Client to take over the demonstration, making them the Show Leader.

Note When showing the Control screen to Clients, the screen information is sent to each Client machine in turn. In some network environments where there is limited network bandwidth available or when showing to larger numbers of machines this can affect performance. In these circumstances, RM Tutor's Broadcast Show facility can be enabled, see Control Configurator, Connectivity. This results in the screen information being sent to all machines simultaneously thus improving the speed of transfer.

Whilst reducing overall network traffic generated by RM Tutor, using this feature will generate additional broadcast packets on your network. It is recommended that you consult your Network administrator before using this feature**.**

► **To Show a Control screen**

1. Choose {Client}{Show} from the Control Window drop down menu.

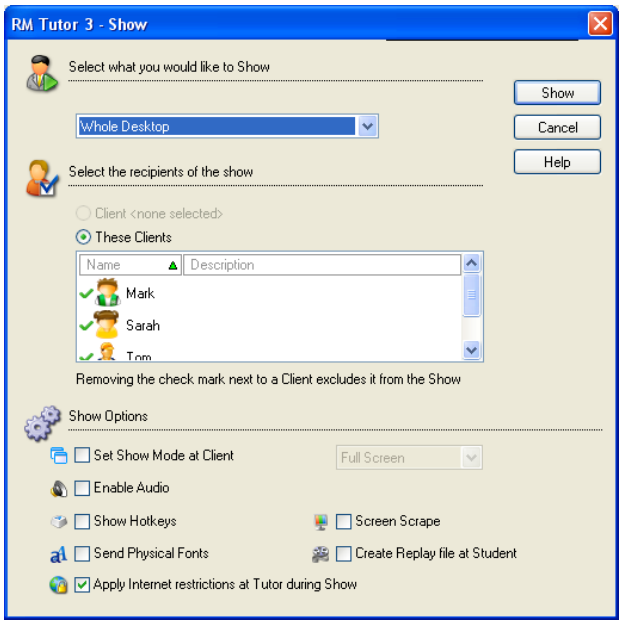
   or

   Right-click on a selected Client icon and choose Show.

   or

   Click the 'Show Menu' icon on the Control toolbar and choose Show.

2. The Show dialog will appear.



In this dialog you select the Client, or Clients, that you will Show your screen to and set any associated properties.

Select what you would like to Show

RM Tutor will identify if the Control is running multiple monitors, giving you the option to choose which one to Show from the drop down list. If you are unsure which is the correct screen, click Identify. Alternatively, select Whole Desktop to show all.

Select recipients

Select the Client or Clients that you will Show your screen to.

Show Options

Set Show Mode at Client (Windowed, Full Screen or Maximise Window)

This option allows you to Show at the Client either in a small window, full screen or maximised window size. When showing in windowed and maximised window size the Clients Mouse and Keyboard are not locked.

Enable Audio

This turns Audio Support on. If you are Showing to only one Client, both the Control and Client can speak. If you are Showing to many, only the Control can speak (Announce).

Show Hotkeys

To ensure that all actions performed by the Control are visible to the Clients during a show you can enable the use of Hotkeys. Any key combinations that the Control uses, e.g. CTRL+V, will be displayed in a balloon at both the Control and Client screens.

Note If using a mixture of key combinations e.g. ALT+V+T, RM Tutor will only display two consecutive keystrokes at any one time.

This utility is only supported on Windows 2000, XP and above.

Send Physical Fonts

In order to reduce the volume of data being sent when sharing information of this nature, RM Tutor passes the font information by reference. The target workstation will refer to it's own internal font mappings to find an appropriate match to the one that has been sent. In most cases the same fonts will be available but if there are instances where this isn't the case you can send the full information. Check this box to enable.

Screen Scrape

RM Tutor's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network it will at least provide an accurate representation of the Client's screen.

Create Replay File at Client

The Show session can be recorded and stored in a Replay File giving Clients the opportunity to playback the session at a later date.

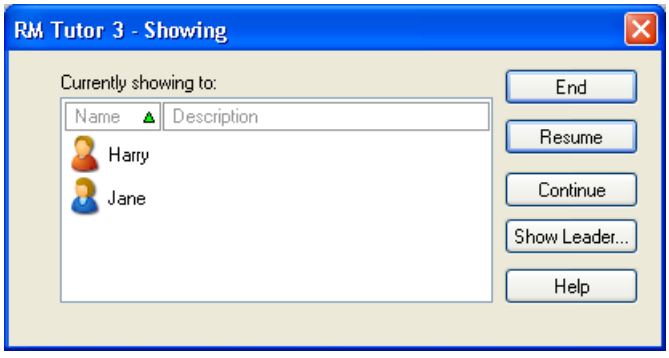
Apply Internet Restrictions at Tutor during Show

Allows the Tutor to only access websites that are on the Approved Site List, preventing inappropriate websites being displayed to Students during a Show.

▶ To end the Show

1. Click on the RM Tutor button or double click the Show Icon on the taskbar.

2. This will display the Showing dialog.



1. Click End.

Or,

1. Right click on the RM Tutor icon on the taskbar.

2. Click End Show.

▶ **To enable the Control to continue working in the background while Showing**

1. Click on the RM Tutor button on the taskbar.

2. The Showing dialog will be displayed.

3. Click Continue.

4. The Control Window will be displayed and the Title Bar will indicate that the Show is Suspended. You can now continue to use the Control workstation without the Clients seeing what you are doing. The Client screens will still display the previous Show.

▶ **To resume a Show while suspended**

1. Click Resume on the Control Window Toolbar.

   Or,

   Choose {Client}{Resume} from the Control Window drop down menu.

2. Clients will now see the application currently displayed at the Control.

3. The Showing dialog will be displayed on the Control screen from which you can choose to End, Resume or Continue the Show.

▶ **To end a Show while suspended**

1. Choose {Client}{End Show} from the Control Window drop down menu.

2. Clients will now see their own display.

▶ **To set a Show Leader while suspended**

With the Show suspended, the Control can assign Show Leader status to one of the selected Clients. This unlocks the mouse and keyboard of the Client, enabling them to take over the demonstration. The Control continues to oversee the Show and can End the Show as required.

See the Show Leader section of this manual for more information.

Show Leader

While the Control screen is being shown to the class, it may be appropriate for a Student to take over the demonstration. For this purpose, the Control can assign Show Leader status to a selected Student. The mouse and keyboard of the Show Leader's PC are unlocked and they can continue the presentation on the Control's behalf.

The Control can still interact simultaneously with the Show Leader and can suspend or end the session as required.

▶ **To create a Show Leader**

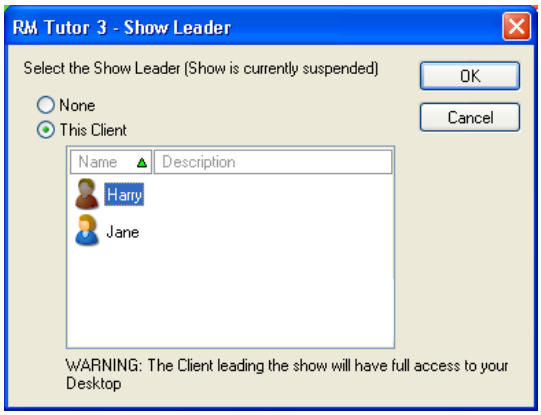
1. Start Showing the Control screen to Students as normal.

2. When you are ready to create a Show Leader, click on the RM Tutor button on the taskbar.

3. This will display the Showing dialog and the Show will be suspended. Client screens will still display the Control screen.

4. Click Show Leader.

5. The Show Leader dialog will be displayed.



Note If the 'Show icon on taskbar' option has previously been selected, you can create a Show Leader by right clicking on the icon and choosing Show Leader.

6. Click 'This Client' and select the Client to make Show Leader.

Note The Show Leader will have full access to your desktop.

7. Click OK.

8. The message 'You are leading the Show' will appear at the selected Clients machine.

9. Click Resume to restart the Show.

The Show Leader and Control can now interact together in leading the Show.

Exhibit - Showing a Students screen on Student screens

With RM Tutor, it is possible to Show the Control's screen to a number of connected Clients. It is also possible to show one Clients screen to other connected Clients, this is called Exhibit. For example, Client 1 has produced some work, which you wish to show to rest of the class.

▶ To Show a Students screen

1. Select the Client whose screen you want to show to the other Clients.

2. Choose {Client}{Exhibit this Client} from the drop down menu.

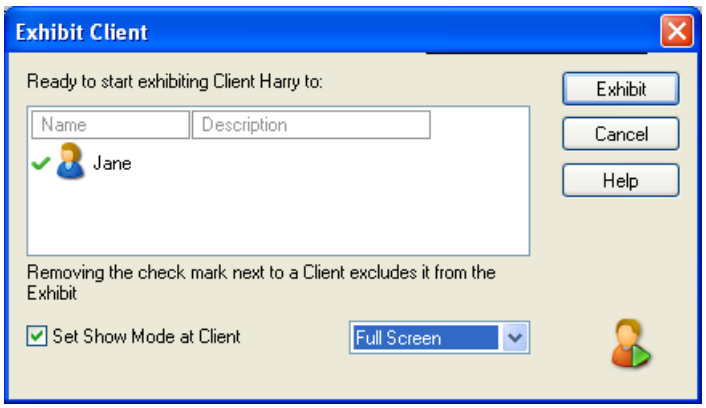
   Or,

   Click the 'Show Menu' icon on the Control toolbar and choose Exhibit.

   Or,

   Right click on the Client icon and choose Exhibit this Client.

3. The Exhibit dialog will be displayed.



4. Select the Clients you wish to include.

5. Set the Show Mode to be used at the Client screens, Full Screen, Windowed or Maximise Window.

6. Click Exhibit to commence the Show.

7. The selected Client's screen will be then be displayed on the screens of the Control and the other Clients. Only the Control and the Exhibiting Client will be able to change the screen, with the keyboard or mouse.

Switching between Full Screen and Windowed Mode at the Control

While the Show is in progress, the Exhibited screen appears 'Full Screen' at the Control. If preferred, you can switch to 'Windowed' mode.

A toolbar appears, from which the Control can perform a number of tasks.

▶ **To switch between Full Screen and Windowed Mode**

1. Select Full Screen from the Toolbar.

   or,

   Choose {View}{Full Screen} from the drop down menu.

Note While in Full Screen Mode, a floating toolbar appears.

To return to Windowed Mode, click the Full Screen button on the floating toolbar or use the hotkeys <CTRL>+<LSHIFT>+<RSHIFT>.

Suspend or Stop the Exhibit

The Control can choose to end the Show or temporarily suspend it. While suspended, the Control and/or Client can prepare a new demonstration in the background. The previously exhibited screen remains on the other Client screens until the Show is resumed.

▶ **To Suspend the Exhibit**

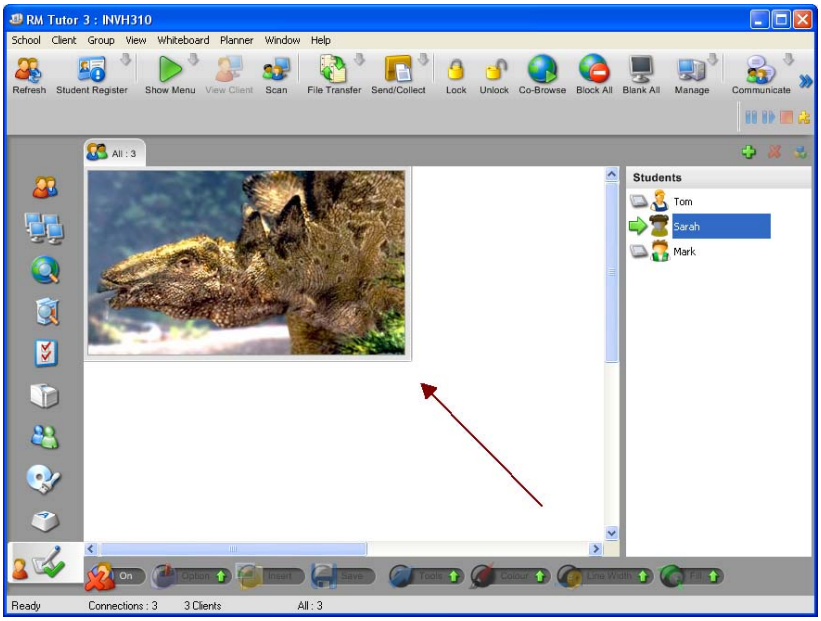
1. From the Window toolbar or floating toolbar, choose Suspend.
2. While suspended, the Control and Exhibiting Client can work in the background. The other Client screens remain frozen.
3. To resume the Show, choose Resume.

▶ **To Stop the Exhibit**

1. From the Window toolbar or floating toolbar, choose Stop.

Interactive Whiteboard

A full screen Interactive Whiteboard is provided, enabling the Tutor to use RM Tutors annotation tools to highlight the screen and show the results to a selected group of Students.


RM Tutor 3 : INVH310
School Client Group View Whiteboard Planner Window Help
Refresh Student Register Show Menu View Client Scan File Transfer Send/Collect Lock Unlock Co-Browse Block All Blank All Manage Communicate
All : 3
Students
Tom
Sarah
Mark
Ready
Connections : 3
3 Clients
All : 3

1. To switch to Whiteboard mode, choose {View}{Whiteboard View} from the Control Window drop down menu.

   Or,

   Click the Whiteboard icon on the left hand side of the Control Window.

2. Use the range of annotation tools to highlight the screen and add any stored graphics. Choose {Whiteboard} from the Control Window drop down menu.

   Or,

   Select the relevant icons at the bottom of the Control Window.

3. If required you can save the content of the Whiteboard for later use. Choose {Whiteboard}{Options- Save Whiteboard}.

   Or,

   Select the Save icon at the bottom of the Control Window.

▶ To show the Whiteboard to Students

1. If showing a stored Whiteboard image select {Whiteboard}{Options – Load Image} from the Control Window drop down menu.

   Or,

   Choose the Insert icon at the bottom of the Control Window.

2. From the Group Bar, select the Group of Students to show the Whiteboard to.

3. Choose {Whiteboard}{Turn Whiteboard On} from the Control Window drop down menu.

   Or,

   Select the Activate icon at the bottom of the Control Window.

4. The content of the Whiteboard will appear on the selected Student screens. The Tutor can continue to annotate the Whiteboard in real time.

5. To remove the Whiteboard from Student screens, select {Whiteboard}{Turn Whiteboard On} from the drop down menu.

   Or,

   Select the Activate icon at the bottom of the Control Window.

Whiteboard Leader

When Students are viewing the Whiteboard they cannot initially annotate the screen themselves. However, the Tutor can nominate a Student to be the 'Whiteboard Leader'. This activates the annotation options at the selected machine. The Tutor can switch control to any of the other participants as required by selecting their icon in the Student List.

1. Select the required Student from the Student List.

2. Choose {Whiteboard}{Activate Student} from the Control Window drop down menu.

   or

   Right-click on the required icon in the Students List and select Activate.

3. The Student can now use the available tools to add content to the Whiteboard.

4. Control can be switched to another Student by simply selecting their icon in the Student List and repeating step 2.

Annotating Screens

The Show, Exhibit and View features provide a useful Annotate tool that can be used to highlight areas of a Tutor or Student's screen in order to emphasise a key learning point.

Note The screen annotation tools can be used outside of the Tutor program. This could be particularly beneficial when presenting with a projector for example. To launch the Annotate utility select {Start}{Programs}{RM Tutor}{RM Tutor Annotate}

To annotate a Show screen

While the Control screen is being shown, the tutor may want to draw the student's attention to a particular area. The Annotate tools can be used to highlight the relevant part of the screen.

1. While Showing, right click on the RM Tutor Showing icon or the RM Tutor Task Bar Button, and select Annotate Screen.

   or,

   Double click on the Annotate icon.

2. The Annotate toolbar will appear.

3. Select the tool, colour etc and use the mouse to draw over the relevant part of the Control screen.

Note If you do not want the Student's to see the screen being annotated in real-time, click Suspend. This freezes the Show enabling the Tutor to continue working in the background. Click Suspend again to restart the Show, this refreshes the display at the Student screens.

To annotate a screen while Viewing

While Viewing, the Control can use the Annotate tools to highlight a particular area of the Client screen. In Share and Watch Mode, the Client can also use the Annotate toolbar options. The Control can still use the other View Window options while Annotating, Chat, File Transfer etc.

1. View the required Client.

2. Select {Tools}{Annotate} from the View Window drop down menu.

   or

   Click the Annotate icon on the View Window Toolbar.

3. The Annotate Toolbar will appear.

To annotate a screen while Exhibiting

The screen of a Client that is being Exhibited can be Annotated in order to draw the attention of the other Students to a particular learning point. Depending on the Mode being used, both the Control and/or the Exhibited Client can use the Annotate options.

1. Exhibit the required Client screen.

2. Select {Tools}{Annotate} from the Exhibit Window drop down menu.

   or

   Click the Annotate icon on the Exhibit Window Toolbar.

3. The Annotate Toolbar will appear.

Note If you do not want the Student's to see the screen being annotated in real-time, click Suspend. This freezes the Show enabling the Tutor or Exhibited Client to continue working in the background. Click Resume to restart the Show, this refreshes the display at the Student screens.

Annotate Toolbar

Options

Save Screen	Saves the Annotated screen to a file.
Save Selection	When the 'select region' tool is active, you can highlight an area of the screen and save it to a file.
Clear Screen	Clears the annotations.
Undo	Undo the most recent Annotation.
Exit	Ends Annotate but stays in Show, Exhibit or View mode.
Tool	Choose from a range of tools with which to annotate the screen. For example, freehand draw, draw arrow, select region.
Colour	Sets the pen colour.

Width	Sets the width of the line.
Fill	Sets the colour and fill style.
Font	Sets text font.
Suspend	Suspends the Show allowing you to go back to the Control View Window. (Not available when Viewing or Exhibiting)
End	Ends the Show, and takes you back to Control View Window. (Not available when Viewing or Exhibiting)

Using Audio Support

RM Tutor allows you to use audible communications to connected Clients, via microphones, headphones and speakers during View and Show. RM Tutor will only operate Audio if the workstations have Audio Support Installed.

The Announce function

This feature sends the audio announcement to all the selected students headphones or speakers. They will be able to hear the Tutor but will not be able to speak back.

▶ **To make an announcement**

1. Choose {Client}{Announce} from the Control Window drop down menu bar.

   Or,

   Click the Announce icon on the toolbar

   Or,

   Click the Communicate icon drop down arrow on the Control toolbar and select Announce.

2. The Announce dialog box will appear, include (green tick), or exclude (red cross), Clients from the announcement, then click on the Announce button.

3. A dialog box will then appear indicating that you can now announce. Click on OK when you have finished speaking.

Using Audio while Viewing

When Viewing a Client you can conduct a two way audible chat session.

▶ **To use Audio while Viewing**

1. Click on the Audio Button on the Toolbar in the View Window.

2. The Audio options will be displayed. From here you can: -

   - Turn Audio on or off;
   - Enable only the Control or the Client to talk;
   - Set the microphone sensitivity;
   - Select the Audio Quality.

The Mute Toolbar button toggles the speaker and microphone on and off.

Using Audio while Showing

When Showing to a Client you can conduct a two-way audible chat session.

▶ **To use Audio while Showing**

1. In the Show Configuration dialog box select the Enable Audio Support check box.

2. If you are Showing to only one Client, both the Control and Client can speak. If you are Showing to many, only the Control has Announce functionality.

The Audio Settings set in the Control Configurator Audio option will apply during these sessions.

Adjusting Audio settings

You can adjust the audio settings within RM Tutor to match the capabilities of your multimedia workstations or to fine tune performance. However, you should note that the higher the quality of sound you select, the greater the volume of data that needs to be sent. This can affect screen update performance on slower workstations.

▶ **To access the volume controls**

1. Right click on the speaker icon in the task bar.

To change other options such as sound quality, do one of the following: -

▶ **Global Method (changes default setting for all Clients)**

1. Choose {View}{Current Settings – Audio} from the Control Window drop down menu

▶ **Individual Client Method (during a Show or View)**

1. While Viewing the Client.

2. Choose {View}{Settings for Client – Audio} from the View Window drop down menu.

3. The Audio Setting dialog will be displayed. This allows you to set the following properties.

Volume Settings Adjustments

Threshold	Microphone sensitivity
Microphone	Volume of microphone
Speaker	Volume of speakers
Wave	Volume of Operating Systems Sound Effects

Enable Options

On	Turn Audio on
Off	Turn Audio off
Talk	Set the Control Audio to Talk function only
Listen	Set the Control Audio to Listen function only

RM Tutor Video Player

RM Tutor provides exceptional multimedia support with full Audio, Video and remote control capabilities.

While the Video Player can be used to run a video file on the local workstation, RM Tutor's remote control capabilities combined with full Audio Support enable you to use this tool to enhance training sessions and demonstrations across multiple PCs simultaneously.

All standard video files, for example avi and mpg, are supported. The Video Player runs locally on each Client workstation and the video file can be accessed locally or from a network drive. If video files are stored locally the impact on the network is minimised as only the data to control the player, e.g. start, stop, pause and synchronisation packets, are sent. If each Client machine retrieves the video file from a network drive you will place additional demands on the network.

For optimum performance, store the video files locally on each workstation, you may wish to use File Distribution to do this.

Other influencing factors will be:

- The number of Client workstations accessing the file;
- The speed of the network e.g.: 10/100 MB;
- The size of the video file;
- Client workstation memory/performance specification;
- Other traffic on the network.

Note If a Client workstation is required to retrieve files from a Server, for smooth operation, ensure that the Client workstation has sufficient access rights to the relevant drive and files.

The quality of the display will be affected by the video adapter of the workstation and how the screen resolution is configured.

Play a Video file on a workstation

1. Choose {Client}{Show Video} from the Control Window drop down menu.

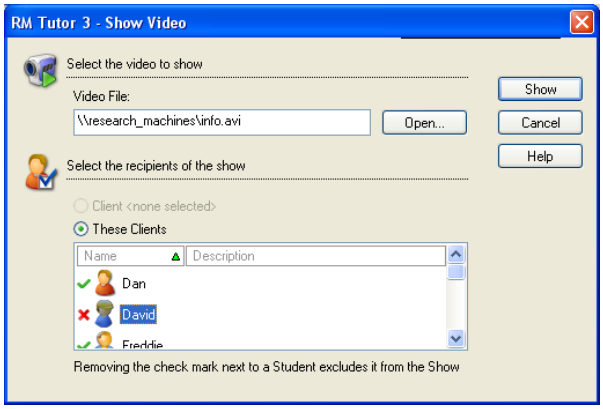
   or,

   Right-click on a Client icon in the List View and choose Show Video.

   or,

   Click the 'Show Menu' icon on the Control toolbar and choose Show Video.

2. The Show Video dialog will appear.



   This is used to select the Clients to show to and the video file to be shown. You can show to a selected Client or multiple Client workstations. To show to multiple Clients, click 'These Clients'. You can exclude Clients by clicking next to the Client name. In the Video File field enter the location and name of the required video, you can select Open to browse for the file.

3. Click Show.

4. A check will be made to ensure that the video file is available at the Client workstations. If not, you can choose to abort the Show or to continue showing to the Clients that do have access to the file.

Note You can use RM Tutor's File Distribution feature to remotely copy missing files to Client workstations.

5. When the video file is launched, the Video Player Control Panel appears. Standard operations are available, Play, Stop, Pause etc.

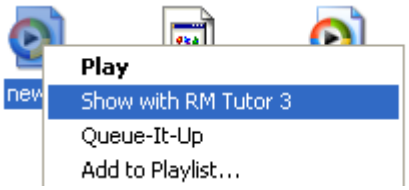
Note While the video is running, the Client workstations are locked.

Playing Videos via Explorer

RM Tutor also provides an option to run videos from outside the Tutor program. Simply navigate to the required video file in Explorer and launch it from the folder where it is stored.

1. Navigate to the folder containing the video file.

2. Right-click on the required video and select 'Show with RM Tutor 4' from the drop down list.



3. The Tutor program will load, connect to the Known Clients and display the Show Video dialog.

4. Confirm which Clients to include, the Video File will already be selected, and click Show.

RM Tutor Video Player Control Panel

The Video Player Control Panel operates in a similar manner to all audio and visual aids. Although the commands on the toolbar perform the same actions as would be expected please find a detailed explanation below.

File Menu - The File drop down menu contains the following options:

Open

Allows you to select and load the appropriate video file.

Close

Closes the open video file.

Exit

Shuts down the Video Player.

View Menu - The View drop down menu contains the following options:

Text Labels

Hides and displays text labels on the Video Player toolbar.

Toolbar

Hides and displays the Video Player toolbar.

Status Bar

Hides and displays the Status Bar of the Video Player.

Zoom

Resizes the video screen

Play Menu - The Play drop down menu contains the following options:

Play

Starts the loaded video file.

Stop

Returns to the beginning of the loaded video file.

Pause

Blanks the Clients video screen and pauses the video file at the Control workstation.

Start

Returns to the beginning of the video file.

End

Fast forwards to the end of the video file.

Mute Clients

If students are not using headphones while they are watching a video, the sound coming from each workstation can be distracting. This option turns audio off at the Client workstations but leaves it on at the Tutor machine.

Help Menu - Provides access to the on-line Help and general Version information.

Using Replay Files

When a Tutor remote controls a Student workstation they can record the screen, keyboard and mouse activity taking place. In addition, if the PCs are configured for audio, any narration that takes place can also be recorded.

The information is stored in a file that can be replayed at the Tutor machine and, if required, shown to other Students.

The Replay facility can be configured to record at all or individual Student machines. Local activity at the Tutor machine can also be recorded.

Once enabled, activity is recorded as soon as a View session is opened. Recording stops when the View session is closed, at which point the stored Replay File becomes available for playback.

A Show session can also be recorded enabling Clients to playback the demonstration at their convenience.

Note Replay Files store screen images and can therefore become very large. Good housekeeping plays a vital role in maintaining files of this nature. It is recommended that old files are deleted on a regular basis.

Record Replay files for all Students

This procedure enables the Tutor to create a Replay File at any Student workstation that it remote controls.

1. Choose {View}{Current Settings-Replay Files} from the Control Window drop down menu. The Replay Files dialog will appear.

2. Enable the **Record Replay Files** check box. A Replay File will be created each time the Tutor opens a view session at any Student machine.

3. **Include Audio**

   In addition to the screen, mouse and keyboard activity, if the workstation is configured for Audio, you can record any narration that takes place. Check this box to enable.

4. **Prefix Files With Client Name**

   In order to identify each Replay File, filenames are prefixed with the Client Name and the date/time of the recording. Alternatively, by unchecking this box the files will be named sequentially in the format 00000001.rpf etc.

5. **In Directory**

   Specify where the Replay Files are to be stored.

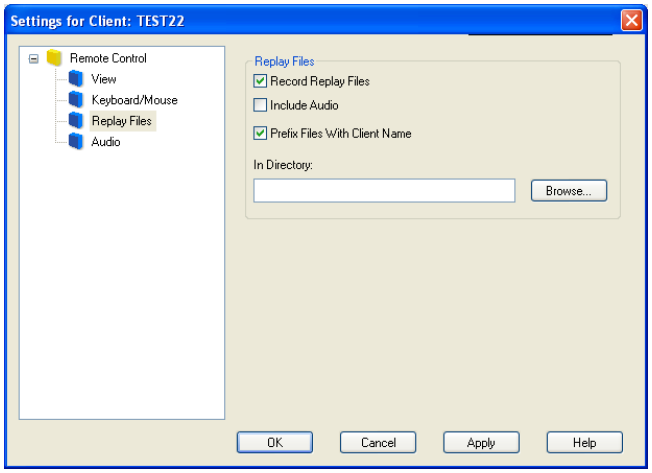
6. Click OK.

Record Replay Files for individual Students

This procedure enables Replay Files to be created at selected Student workstations.

1. View the required Student machine.

2. Choose {View}{Settings for Client-Replay Files} from the View Window drop down menu. The Replay Files dialog will appear.



3. Enable the **Record Replay Files** check box. A Replay File will be created each time the Tutor opens a view session at this Student machine.

4. **Include Audio**

   In addition to the screen, mouse and keyboard activity, if the workstation is configured for Audio, you can record any narration that takes place. Check this box to enable.

5. **Prefix Files With Client Name**

   In order to identify each Replay File, filenames are prefixed with the Client Name and the date/time of the recording. Alternatively, by unchecking this box the files will be named sequentially in the format 00000001.rpf etc.

6. **In Directory**

   Specify where the Replay Files are to be stored. A separate folder can be specified for each Student.

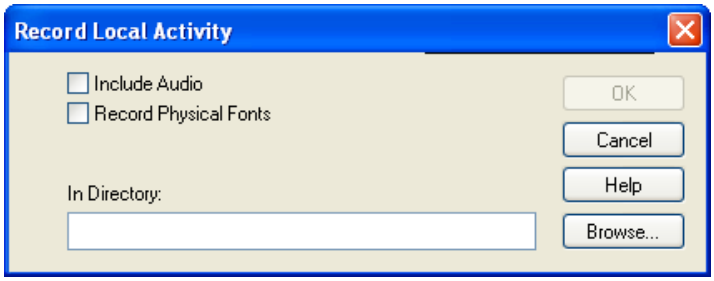
7. Click OK. Recording will start immediately, close the View session to stop recording.

8. Repeat steps 1-7 for any other Student machines.

Record Replay Files at the Tutor

Activity at the local machine can be recorded and shown to Students.

1. Choose {School}{Record} from the Control Window drop down menu. The Record Local Activity dialog will appear.



2. **Include Audio**

   In addition to the screen, mouse and keyboard activity, if the workstation is configured for Audio, you can record any narration that takes place. Check this box to enable.

3. **Record Physical Fonts**

   In order to reduce the volume of data being sent when sharing information of this nature, RM Tutor passes the font information by reference. The target workstation will refer to it's own internal font mappings to find an appropriate match to the one that has been sent. In most cases the same fonts will be available but if there are instances where this isn't the case you can send the full information. Check this box to enable.

4. **In Directory**

   Specify where you want the Replay Files stored. In order to identify each file, filenames will be prefixed with 'Local' and the date and time of the recording.

5. Click OK to start recording. The Recording icon will appear in the task bar. To stop recording, double click the Recording icon.

Watching Replay Files

Stored Replay Files can be watched by Tutors and, if required, shown to Students.

At a local level, the RM Tutor Client program also provides a Replay option enabling Clients to launch files.

▶ At the Control

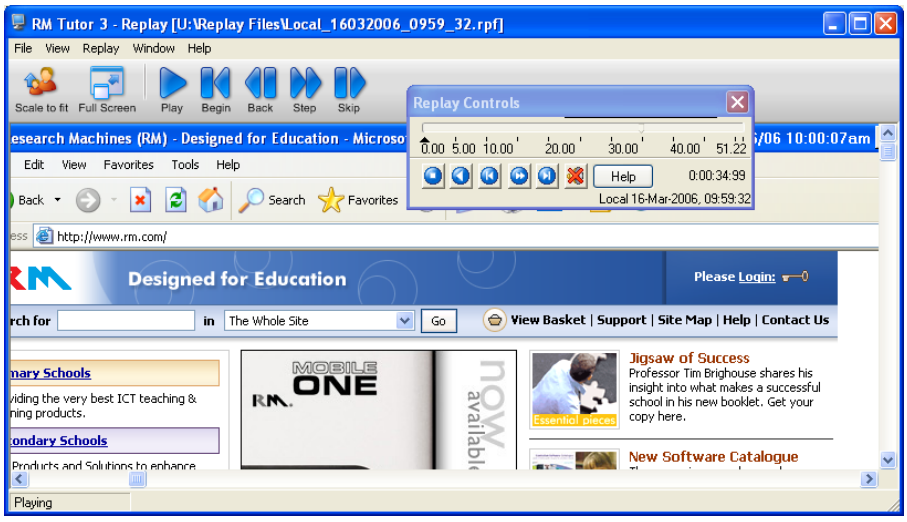
1. Choose {School}{Replay} from the Control Window drop down menu.

   Or,

   Click the Replay icon on the toolbar.

2. Navigate to the Directory where the required Student or Tutor Replay File is stored. Select the file and click Open.

3. The Replay Window will open and start playing the file.



4. Choose {File}{Close} from the drop down menu to close the window.

▶ At the Client

1. Right-click on the RM Tutor Client icon in the system tray and choose Replay.

   Or,

   Double-click on the Client Icon and choose {Commands}{Replay} from the drop down menu.

2. Navigate to the Directory where the Replay Files are stored.

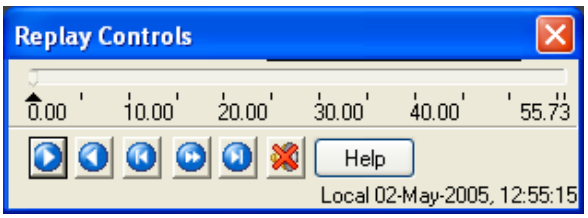
3. Select the file to replay.

4. Click Open. The Replay Window will appear. Use the Replay Controls to Start/Stop the file.

Replay Window - Control Panel

A VCR like Control panel to enable you to fast forward, stop, start etc.

The Replay Window contains the controls for playing a recorded Client session. The window contains a replay time index that indicates where in the replay file you currently are, and displays information about the file being played. Use these controls in the same way you would for a video recorder.



The individual sub menus and available functions are:

Stop and Play

The Stop button is shown when you are playing a replay file and the Play button when the file is stopped. Only one of these buttons is displayed at a time. The file is played until the end is reached or the Pause Marker is encountered.

Rewind

Start playing the file from the beginning if it is already playing otherwise moves the replay index to the beginning of the file.

Skip to Previous marker

Moves the replay index to the previous activity marker or to the beginning of the file if there isn't one. These markers are added at points when lots of activity was recorded at the Client.

Frame Advance

Advance the replay index to the next frame. Press and hold this button to Fast-Forward though the replay file.

Skip to Next marker

Moves the replay index to the next activity marker or to the end of the file if there isn't one.

Mute

Turn audio on/off within the Replay file.

Other Information

The current time index is displayed to the right of these controls in the hh:mm:ss.ms format. The name of the Client that the replay was recorded on, the date and time are displayed at the bottom of the window.

Replay Marker

This marker can be positioned anywhere within the time frame of the replay file. The marker is the small black triangle beneath the time index control. Click and drag this to the position where you want the file to stop playing. When the marker is encountered the replay stops, and you can then press play to continue past it.

Showing Replay Files to Students

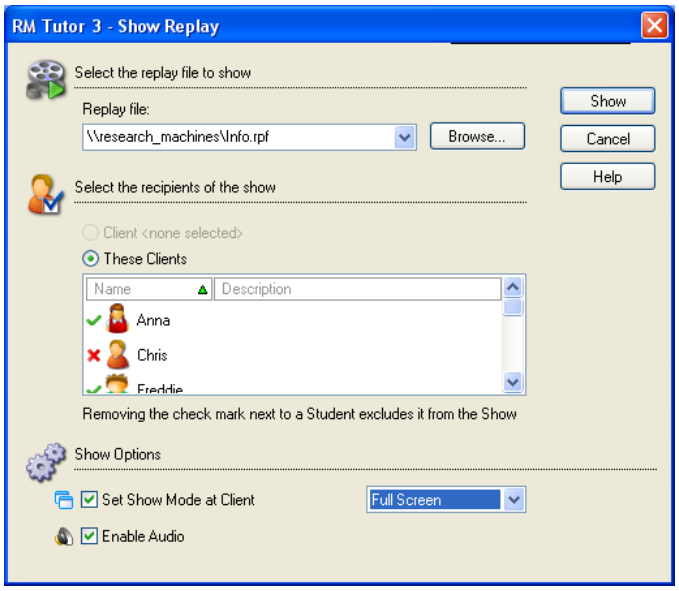
Using RM Tutor's Show feature, a Tutor can show a stored Replay File to any number of connected Students.

1. Click the 'Show Menu' icon on the Control toolbar and choose Show Replay.

   or

   Choose {Client}{Show Replay} from the Control Window drop down menu.

2. The Show Replay dialog will appear.



3. Browse for and select the required Replay File.

4. From the Client list, select the Students to show the Replay File to.

5. Set additional Show Options if required.

6. Click Show.

7. The Replay Window will open at the Tutor machine and start playing the Replay File to the selected Students.

8. Click End on the Replay Window toolbar to end the show.

Show Application

The Show feature enables you to display the Control screen to Students. However, if a number of programs are open at the Control, there may be occasions when you want to show a single application in isolation.

► To Show an application

1. Choose {Client}{Show Application} from the Control Window drop down menu.

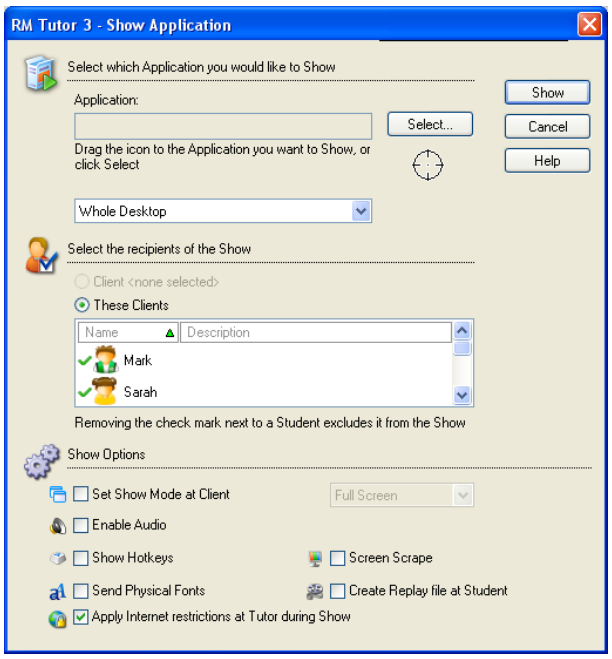
   or

   Right-click on a selected Client icon and choose Show Application.

   or

   Click the 'Show Menu' icon on the Control toolbar and choose Show Application.

2. The Show Application dialog will appear.



3. Drag the icon to the required application on the Controls desktop and release. (A pink border will appear around the selected application as you move the mouse around the desktop)

   or

   Click Select and choose the application from the displayed list.

Note RM Tutor will identify if the Control is running multiple monitors, giving you the option to confirm which one the selected application is sited on. If you are unsure which is the correct screen, click Identify. If only one monitor is detected, select Whole Desktop.

4. Choose the Clients to include in the Show.

5. Set additional Show OptionsShowOptions if required.

Note You can apply Internet restrictions at the Tutor, preventing inappropriate websites being displayed to Students during a Show.

6. Click Show.

Chatting to Students

RM Tutor allows you to Chat to any number of connected Clients simultaneously, via a scrolling text window.

▶ **To Chat to Clients**

1. Select the Clients or Group of Clients you want to Chat to in the List View. If you do not select a Student icon, all connected Clients will be included.

2. Choose {Client}{Chat} from the Control Window drop down menu.

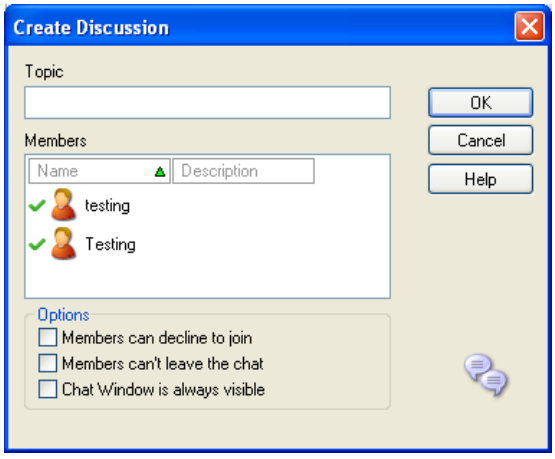
   Or,

   Click the Communicate icon on the Control toolbar and choose Chat.

   Or,

   Right click on an individual Client and choose Chat.

3. The Chat Properties Dialog will appear.



The Chat Properties Dialog has the following options:

Topic

If required, enter a title or description for the subject to be discussed in the Chat session. This will appear in the Title Bar of the Chat Window that is displayed at the Student machines. If left blank, the Control Name will appear.

Members

To exclude Clients from the Chat session, remove the check mark next to the Student name.

Options

Members can decline to join

If checked, a message will appear at the Clients machine inviting them to join the Chat session. They can choose to Join or Decline.

Members can't leave the chat

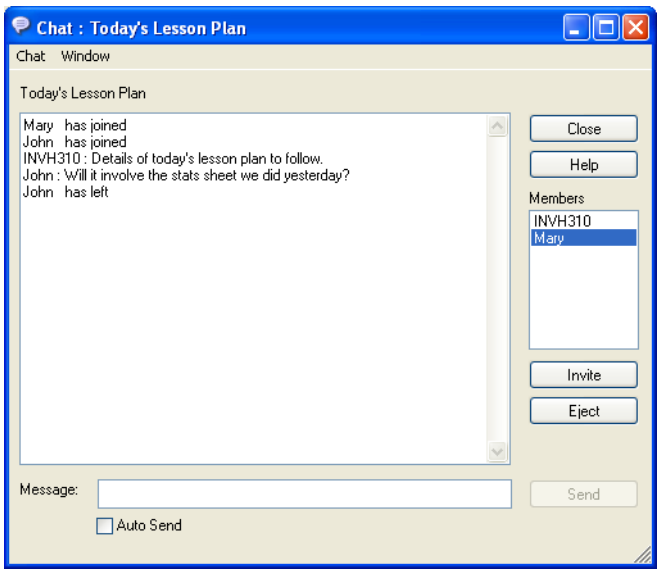
If checked, the option for Clients to Leave the Chat session will be removed.

Chat Window is always visible

If checked, the Chat Window remains on the Clients desktop for the duration of the Chat session. Members cannot minimise the Window.

Confirm which Students to include in the Chat session and select any additional properties that should apply. Click OK to start the Chat session.

1. The Chat Window will appear at the Control and Client workstations.



The Chat Window

This Window is displayed at each participating members machine and lists the progress of the Chat session. Only the Control or Group Leader can add or remove Clients from the session.

Unless the option is disabled in the Chat Properties dialog, Clients can choose to Leave the session.

The following options are available from the Chat Window:-

Chat Menu

The content of a Chat session can be stored for future reference.

Choose **Save** to create a file containing the text or choose **Copy** to be able to paste the Chat content into another application or file.

Window Menu

Only the Control's Chat Window will have a Window drop down menu. This menu enables you to swap between opened screens or Tile them.

Chat Progress

The main body of the Chat Window is used to record the progress of a Chat session. It holds details of members who have joined or left the discussion, as well as the messages that have been sent by each member.

Message

This is where you type your comments. Type the message and hit Enter or click **Send**.

Auto Send

Each message is restricted to 128 characters. Check this box to automatically send the message when the limit is reached.

Close

Ends the Chat session.

Members

Members currently included in the Chat session are listed here. The Tutor can add or remove Students from the Chat session as required. Unless disabled, Clients have the option to Leave the session of their own accord.

Invite

The Chat Properties dialog is initially used to select the Clients to include/exclude from the Chat session. To add Clients when the Chat session is in progress, click Invite. The Add Members dialog will appear, select the required Clients and click Add. You can send a copy of the Chat progress to new members by checking the **Send discussion history** box.

Note Clients that have been removed or have decided to leave the Chat session can be invited back.

Eject

To remove Clients from the Chat session, select the Client in the Members list and click Eject. Ejected Clients can be invited back into the session if required.

Note Students can also initiate Chat sessions by opening the Client Main Window and choosing {Commands}{Chat}.

By default, the Student can only Chat to the Control. However, the Control can enable the option for Students to Chat to each other by selecting {View}{Current Settings – User Interface} from the Control Window drop down menu and checking Student to Student Chat.

If the Student does not respond to the Chat Window, you can send an audible beep to each workstation by selecting {Chat}{Send Beep} from the Chat Window drop down menu.

▶ **Chat to a Client whilst Viewing**

1. Choose {Tools}{Chat} from the View Window drop down menu.
2. The Chat Window will appear on the Control and Client workstation.

▶ **To end Chat**

1. Choose {Close} from the Chat Window.

Sending a Message to Students

With RM Tutor, you can send a message to an individual Client, a Group of Clients or all Clients on the Network. If you send the same message on a regular basis, you can store up to four pre-defined messages.

► **To enter and send a new message**

1. Select the Students you want to send the message to.

2. Right click and choose {Message}{Message}.

   Or,

   Choose {Client}{Message - Message} from the Control Window drop down menu.

   Or,

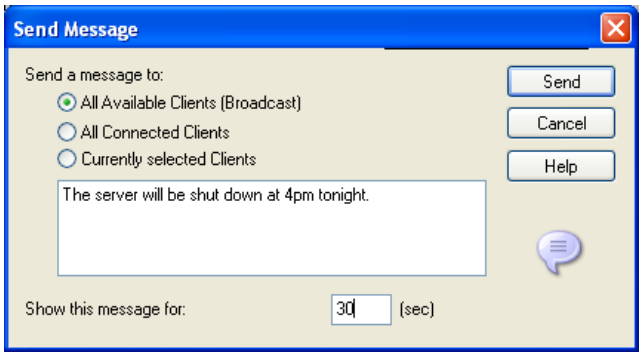
   Click the Communicate icon on the Control toolbar and select Message.

   Or,

   If displayed, click the Message icon on the toolbar.

3. The Message dialog box will appear. Choose whether to send the message to all Available Clients, All Connected Clients or only the Currently Selected Client. Enter the message and decide whether to show the message at the Clients PCs for a specified time.

4. Click Send. The Message will be displayed in a dialog at the Client screens and will remain until the User closes the dialog or the specified time limit expires.



▶ Send a message whilst Viewing

1. Choose {Client}{Message} from the View Window drop down menu.

2. The Send Message dialog box will appear.

3. Enter your message.

4. Click Send.

The message will be displayed on the Student screen currently being viewed by the Tutor and will remain until the Student clicks OK.

Creating Preset Messages

You can store up to four commonly used text messages that can be quickly broadcast to Students using the Message feature.

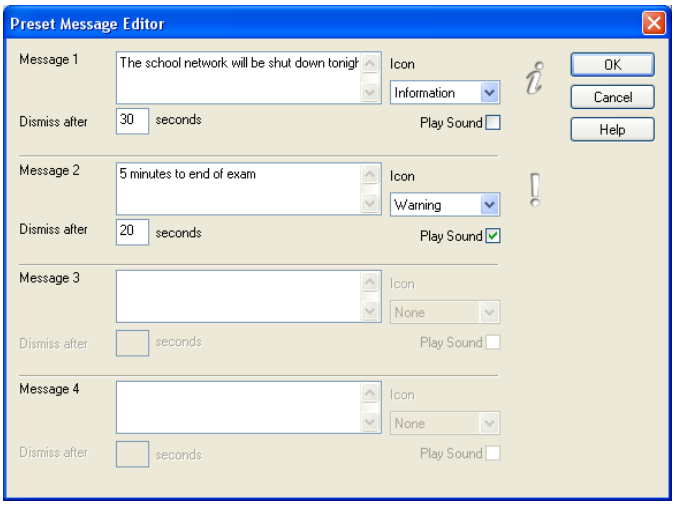
1. Click Communicate on the Control Window toolbar and select Manage Preset Messages.

   or

   Select {Client}{Message - Preset Messages} from the Control Window drop down menu.

   or

   Right-click on a Student icon and choose Message - Preset Messages.



2. Enter the required text message(s).

3. Set any additional properties for each of the messages.

   - Indicate how long the message should remain on the Students screen.

   - Choose an icon to be displayed alongside the message. This can be used to quickly identify the type of message, Information, Question, Warning, Stop.

- You can further highlight the message by playing a sound at the Student machine. The sound varies depending on the icon selected.

4. Click OK when ready.

▶ **To Send a Pre-Defined Message**

1. Select the required Student icons.
2. Right-click and select Message.

   or

   Choose {Client}{Message} from the drop down menu.
3. Each of the pre-defined messages will be displayed, click on the required item to send the message to Students.

   or

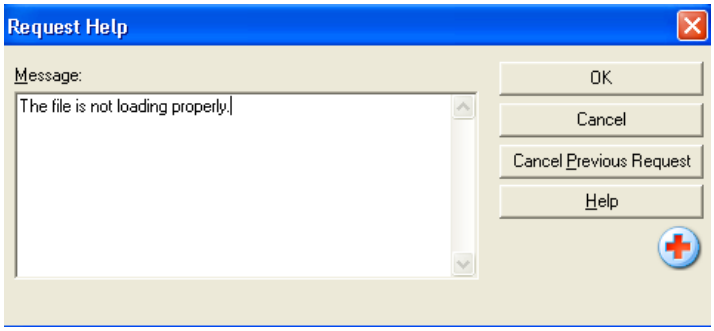
   To create a new message, select *Preset Messages*.

Help Requests

RM Tutor allows a Client to Request Help from a Control. They do this either by selecting the request Help Command from the Client menu (assuming that it has not been configured for quiet mode, which hides the Client icon) or by pressing the hotkeys set in the Client Configurator.

▶ **To request help**

1. Press the Hotkeys, usually ALT+LSHIFT+RSHIFT.
2. This opens a dialog box into which they type their name and the message.
3. Click OK.
4. The Help Request will then be sent to the connected Control.



If a Student raises a Help Request an alert will be raised at the Tutor provided it currently has that Student connected. Any outstanding Help Requests will be visible to the Tutor with a Help Request icon displayed next to the Student icon. This will show until that Help Request has been cleared.

► **To display current help requests**

1. Choose {School}{Help Requests} from the Control Window drop down menu bar.

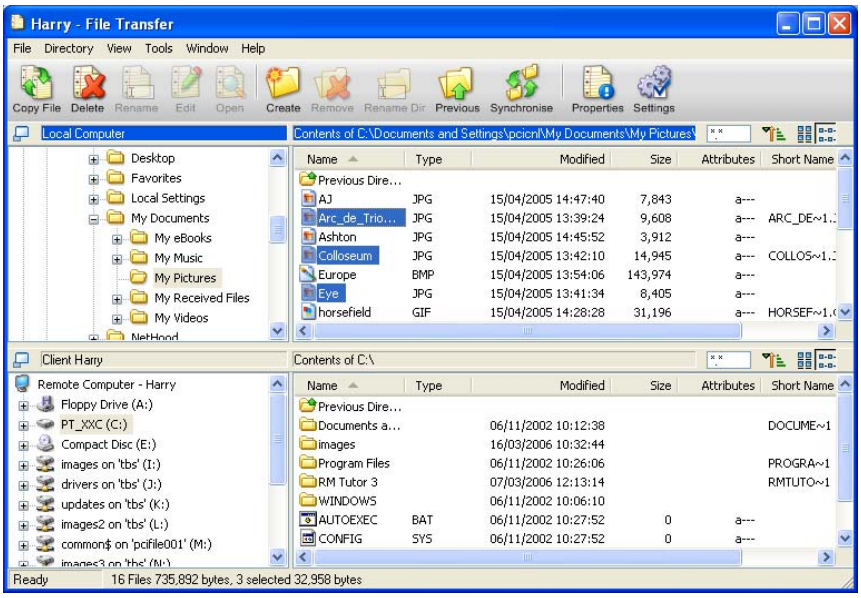
2. The Help request Window will open and list the Requests. If there are any help requests pending since the last time the Control connected to the Client, the Help Request Window will be open as the Control initialises.

3. By clicking on the View Client or Chat toolbar buttons, you can reply to the Clients Help Request.

Transferring Files

RM Tutor includes sophisticated File Transfer functionality that enables you to transfer files to and from the Control and Client.

Note File Transfer functionality can be configured by choosing {View}{Current Settings – File Transfer} from the Control Window drop down menu.


Harry - File Transfer
File Directory View Tools Window Help
Copy File Delete Rename Edit Open Create Remove Rename Dir Previous Synchronise Properties Settings
Local Computer
Contents of C:\Documents and Settings\pcicn\My Documents\My Pictures\
Desktop
Favorites
Local Settings
My Documents
My eBooks
My Music
My Pictures
My Received Files
My Videos
Name Type Modified Size Attributes Short Name
Previous Dire...
AJ JPG 15/04/2005 14:47:40 7,843 a---
Arc_de_Trio... JPG 15/04/2005 13:39:24 9,608 a--- ARC_DE~1.
Ashton JPG 15/04/2005 14:45:52 3,912 a---
Colloseum JPG 15/04/2005 13:42:10 14,945 a--- COLLOS~1.
Europe BMP 15/04/2005 13:54:06 143,974 a---
Eye JPG 15/04/2005 13:41:34 8,405 a---
horsefield GIF 15/04/2005 14:28:28 31,196 a--- HORSEF~1.
Client Harry
Contents of C:\
Remote Computer - Harry
Floppy Drive (A:)
PT_XXC (C:)
Compact Disc (E:)
images on 'tbs' (I:)
drivers on 'tbs' (J:)
updates on 'tbs' (K:)
images2 on 'tbs' (L:)
common$ on 'pcifile001' (M:)
Previous Dire...
Documents a... 06/11/2002 10:12:38 DOCUME~1
images 16/03/2006 10:32:44
Program Files 06/11/2002 10:26:06 PROGRA~1
RM Tutor 3 07/03/2006 12:13:14 RMTUTO~1
WINDOWS 06/11/2002 10:06:10
AUTOEXEC BAT 06/11/2002 10:27:52 0 a---
CONFIG SYS 06/11/2002 10:27:52 0 a---
Ready
16 Files 735,892 bytes, 3 selected 32,958 bytes

The Control's directory structure and the files in each directory are displayed in the top half of the Window. The Client's directory structure and the files in each directory are displayed in the lower half of the Window.

▶ To copy files and directories from a Control to a Client

1. Select the required Client in the List View.
2. Click the File Transfer icon on the toolbar and choose File Transfer.

   or,

   Choose {Client}{File Transfer} from the Control Window drop down menu.

   or,

   Right-click on the selected Client icons and choose File Transfer.

   or,

   If you are Viewing the Client, select the File Transfer icon on the View Window Toolbar.
3. The File Transfer Window to that Client will open.
4. From the Client Tree View, select the destination drive or directory into which the items will be copied.
5. From the Control List select the item(s) to be copied to the Client.
6. Click on the toolbar Copy File button.
7. A confirmation dialog will be displayed, click Yes.

Note The required item(s) can also be ‘dragged’ from the Control View and ‘dropped’ into the appropriate directory in the Client View.

▶ To copy files and directories from a Client to a Control

1. Select the required Client in the List View.
2. Click the File Transfer icon on the toolbar and choose File Transfer.

   or,

   Choose {Client}{File Transfer} from the Control Window drop down menu.

   or,

   Right-click on the selected Client icons and choose File Transfer.

   or,

   If you are Viewing the Client, select the File Transfer icon on the View Window Toolbar.
3. The File Transfer Window to that Client will open.

4. From the Control Tree View, select the destination drive or directory into which the items will be copied.

5. From the Client List View, select the item(s) to be copied to the Control.

6. Click on the toolbar Copy File button.

7. A confirmation dialog will be displayed, click Yes.

Note The required item(s) can also be 'dragged' from the Client View and 'dropped' into the appropriate directory in the Control View.

▶ **To transfer files between Clients**

With RM Tutor's File Transfer it is also possible to copy files and directories between two Clients. To do this, connect to each Client and display the File Transfer Window for each.

Arrange the File Transfer Windows so you can see both and simply drag file/directories from one Client to the other.

You can see more of a Clients files and directories by moving the horizontal sizing bar or clicking on the maximise button located above the Clients directory tree.

Distributing Files

As well as enabling you to Transfer Files to and from individual Clients, RM Tutor also allows you to Distribute Files to multiple Clients simultaneously.

You can distribute files to:

- All connected Clients;
- Selected Clients;
- A pre-defined Group of Clients.

▶ **To distribute files to a defined group of Clients**

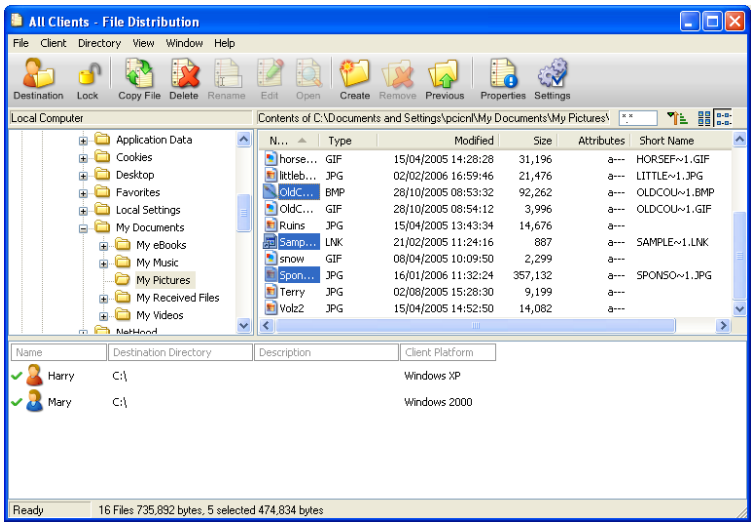
1. Select the appropriate Tab from the Group Bar in the Control Window.

2. Click the File Transfer icon drop down arrow on the toolbar, selecting File Distribution from the list of features.

   or,

   If displayed, select the File Distribution icon on the Toolbar.

3. The File Distribution Window will appear.


All Clients - File Distribution
File Client Directory View Window Help
Destination Lock Copy File Delete Rename Edit Open Create Remove Previous Properties Settings
Local Computer
Contents of C:\Documents and Settings\pcicn\My Documents\My Pictures\
Application Data
Cookies
Desktop
Favorites
Local Settings
My Documents
My eBooks
My Music
My Pictures
My Received Files
My Videos
Name Type Modified Size Attributes Short Name
horse... GIF 15/04/2005 14:28:28 31,196 a--- HORSEF~1.GIF
littleb... JPG 02/02/2006 16:59:46 21,476 a--- LITTLE~1.JPG
OldC... BMP 28/10/2005 08:53:32 92,262 a--- OLDCOU~1.BMP
OldC... GIF 28/10/2005 08:54:12 3,996 a--- OLDCOU~1.GIF
Ruins JPG 15/04/2005 13:43:34 14,676 a---
Samp... LNK 21/02/2005 11:24:16 887 a--- SAMPLE~1.LNK
snow GIF 08/04/2005 10:09:50 2,299 a---
Spon... JPG 16/01/2006 11:32:24 357,132 a--- SPONSO~1.JPG
Terry JPG 02/08/2005 15:28:30 9,199 a---
Volz2 JPG 15/04/2005 14:52:50 14,082 a---
Name Destination Directory Description Client Platform
Harry C:\ Windows XP
Mary C:\ Windows 2000
Ready
16 Files 735,892 bytes, 5 selected 474,834 bytes

4. From the Local Pane Tree View, select the item(s) to be copied to the Clients.

5. The location on the Client workstations where the files/directories are copied to is called the Destination Directory. Unless otherwise specified, the Client Destination Directory will be the same as the item(s) location on the Control workstation. If the Client does not have the same Directory available, the item(s) will be copied to the C Drive by default and the folders automatically created.

   Or,

   To set a specific Destination Directory on the Client workstation, right click on the Client icon in the Remote Pane and choose Set Destination. Specify a destination, click OK.

6. Click Copy.

▶ **To distribute files to a selected number of Clients**

1. Click the File Transfer icon drop down arrow on the toolbar, selecting File Distribution from the list of features.

   or,

   If displayed, select the File Distribution icon on the Toolbar.

2. The File Distribution Window will appear.

3. In the Remote Pane indicate which Clients you wish to copy files to by checking the tick box beside the Client name.

4. From the Local Pane Tree View, select the item(s) to be copied to the Clients.

5. The location on the Client workstations where the files/directories are copied to is called the Destination Directory. Unless otherwise specified, the Client Destination Directory will be the same as the item(s) location on the Control workstation. If the Client does not have the same Directory available, the item(s) will be copied to the C Drive by default and the folders automatically created.

Or,

To set a specific Destination Directory on the Client workstation, right click on the Client icon in the Remote Pane and choose Set Destination. Specify a destination, click OK.

6. Click Copy.

Sending and Collecting Work

The Send/Collect work feature enables you to send a document or a number of documents to individual or multiple Client workstations. You can then collect Students' responses on your workstation.

To Send work

Two methods are available for sending pre-prepared work files to Student workstations:

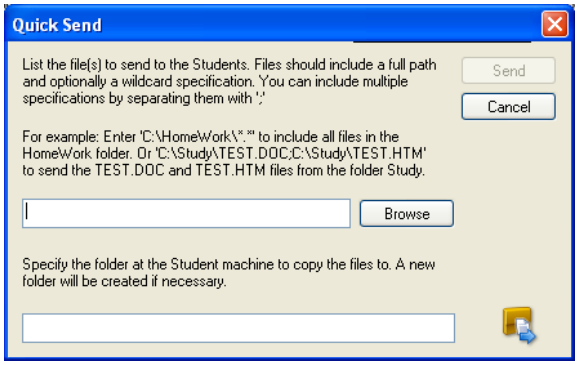
- **Quick Send** is useful for one-off operations where you want to send work to all connected Students or a defined group of Students.
- **Advanced Send** enables you to store the properties of an operation that will be performed regularly and provides greater flexibility as to which Students the work is sent to.

▶ **To Send work using Quick Send**

1. Decide which Students to send work to, All or a defined Group. You cannot select individual Students using Quick Send.
2. Choose {School}{Send/Collect Work – Quick Send} from the Control Window drop down menu.

   or

   Click the Send/Collect icon on the Control toolbar and choose Send Work.
3. The Quick Send dialog will appear.


Quick Send
List the file(s) to send to the Students. Files should include a full path and optionally a wildcard specification. You can include multiple specifications by separating them with ';'
Send
Cancel
For example: Enter 'C:\HomeWork*.*' to include all files in the HomeWork folder. Or 'C:\Study\TEST.DOC;C:\Study\TEST.HTM' to send the TEST.DOC and TEST.HTM files from the folder Study.
Browse
Specify the folder at the Student machine to copy the files to. A new folder will be created if necessary.

4. List the file(s) to send to the Students. Files should include a full path and optionally a wildcard specification. You can include multiple specifications by separating them with ';'

Or,

Click on the Browse button to locate the file(s).

5. Specify the folder at the Student workstation to copy the files to. A new folder will be created if necessary.

6. Click Send.

7. The result of the operation will be displayed for you to check that the work has been sent successfully.

▶ To Send work using Advanced Send

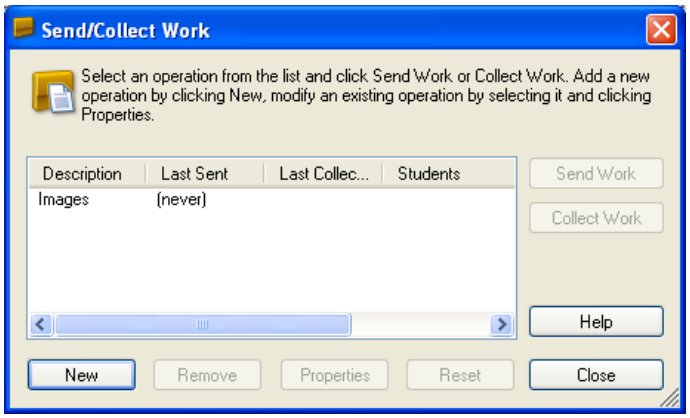
1. Decide which Students to send work to, All or a defined Group. You will have the opportunity to exclude Students if required.

2. Choose {School}{Send/Collect Work - Advanced} from the Control Window drop down menu bar.

   Or,

   Click the Send/Collect icon on the Control toolbar and select Send/Collect.

3. The Send/Collect Work wizard will open.



4. Select an operation from the list and click Send Work. The Select Students dialog will appear.

   Or,

   Add a new operation by clicking New and completing the wizard.

To Collect work

Two methods are available for retrieving completed work files from Student workstations:

- The **Quick Collect** option remembers the last file(s) sent via Quick Send and provides a quick and easy method for retrieving the work back at the end of a session.

- **Advanced Collect** lets you select the file(s) to retrieve from a list of pre-defined Send/Collect operations and provides greater flexibility as to which Students the work is collected from.

▶ To Collect work using Quick Collect

1. Choose {School}{Send/Collect Work – Quick Collect} from the Control Window drop down menu.

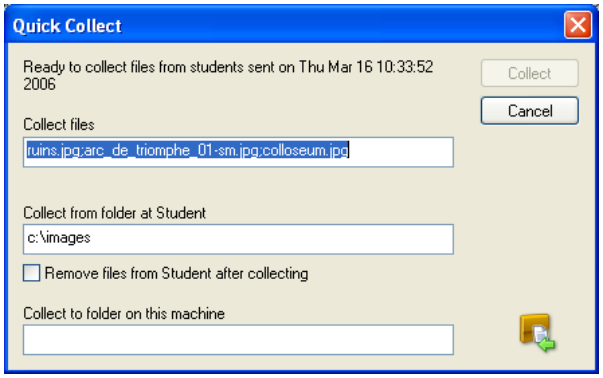
   or

   Click the Send/Collect icon on the Control toolbar and select Collect Work.

   or

   If displayed, click the Collect Work icon on the Control toolbar.

2. The Quick Collect dialog will appear.



3. Specify the name of the file(s) to collect. e.g. ***.*** or **Test1.TXT;Test2.TXT**

4. Specify the folder that the file(s) are stored in, e.g.: C:\TEMP, and whether you want to remove the file from the Student workstation after it has been collected.

5. Specify the folder on the Control workstation to collect the file(s) in, e.g.: N:\ TEMP

6. Click Collect.

7. The result of the operation will be displayed for you to check that the work has been collected successfully.

▶ To Collect work using Advanced Collect

1. Choose {School}{Send/Collect Work - Advanced} from the Control Window drop down menu bar.

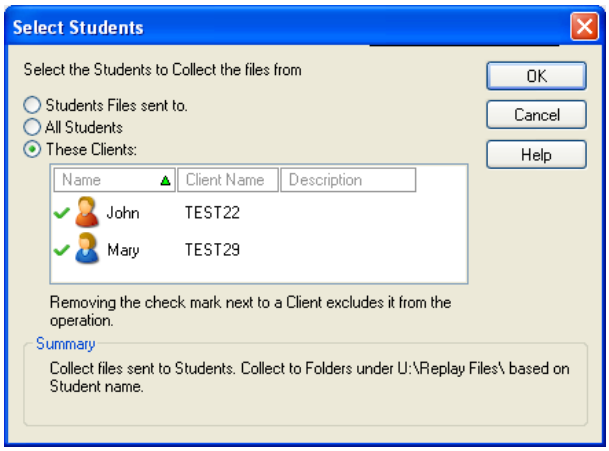
   or,

   Click the Send/Collect icon drop down arrow on the Control toolbar and select Send/Collect.

2. The Send/Collect Work wizard will open.

3. Select the required operation from the list and click Collect Work.

4. The Select Students dialog will appear. Select the Students that you want to retrieve the file(s) from.



5. Click OK.

The result of the operation will be displayed for you to check that the work has been collected successfully.

► To change the properties of an operation

1. Choose {School}{Send/Collect Work - Advanced} from the Control Window drop down menu bar.

   or,

   Click the Send/Collect icon on the Control toolbar and select Send/Collect.

2. The Send/Collect Work wizard will open.

3. Select an operation from the list and click Properties.

4. The Properties dialog will appear.

5. Adjust as necessary.

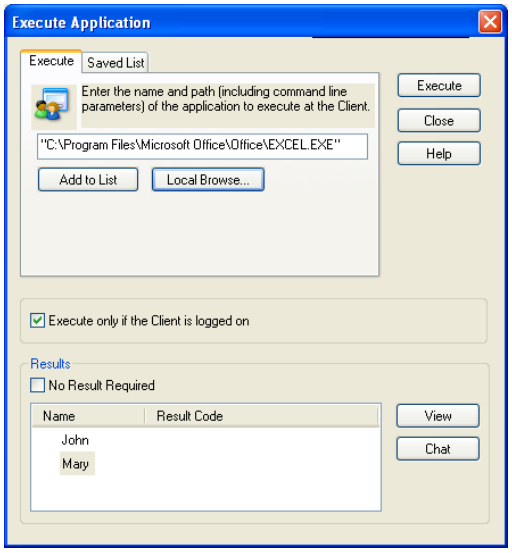
Remotely Executing Applications on Student Workstations

This feature allows you to Execute or open a software application, on a Client or a Group of Client workstations without actually Remote Controlling them. For example after Showing Students how to use a Word Processor you might kick start the application on their workstations.

Note The application itself must be installed on, or available to, the Client workstation/s.

► To Execute an application on a Client workstation

1. Select the required Client.
2. Choose {Client}{Execute at Client} from the Control Window drop down menu.
3. The Execute Application dialog will appear.



4. Select the Execute Tab.
5. Enter the name and path of the application to execute at the Client.

   Or,

   Click on Local Browse button and select an executable application on the Control workstation.

Note Check that Client applications are stored in the same location as the Control to ensure successful execution.

If you want to launch a specific file with the application, you must separate the two instructions with quotes. For example, **"C:\Program Files\Microsoft Office\Excel.exe" "C:\My Documents\Accounts.xls"**.

6. Click on the Add to List button, to save it for future use in the Saved List Tab.
7. Confirm the description and path.
8. Click OK.

Note If you only want to execute applications to Clients that are logged on select the option "Execute Only if the Client is Logged on".

9. Click Execute.

The application will now be launched at all selected Clients and the result of the operation displayed in the Results Box.

Note Before clicking Execute you have the option to tick the "No Result Required" box. This option will give you the ability to close the dialog without having to wait for the results.

▶ **To Execute an application on a Group of Clients**

1. Select the required Group Tab.
2. Choose {Group}{Execute} from the Control Window drop down menu bar.
3. The Execute Application dialog will appear.
4. Enter the name and path of the application to execute at the Client.

   Or,

   Click on Local Browse button and select an executable application on the Control workstation.

Note Check that Client applications are stored in the same location as the Control to ensure successful execution.

5. Click on the Add to List button, to save it for future use in the Saved List Tab.
6. Confirm the description and path.
7. Click OK.
8. Click Execute.

The application will now be launched at all selected Clients in the Group and the result of the operation displayed in the Results Box.

Note Before clicking Execute you have the option to tick the “No Result Required” box. This option will give you the ability to close the dialog without have to wait for the results.

▶ To Execute an application on a Client workstation whilst Viewing

1. Choose {Client}{Execute at Client} from the View Window drop down menu.
2. The Execute at Client dialog will appear.
3. Enter the name and path of the application to execute at the Client.
4. Click Execute.

The application will now be launched at all selected Clients and the result of the operation displayed in the Results Box.

▶ To save the details of your executed application for future use

1. Open the Execute Application dialog box.
2. Select the Execute Tab.
3. Enter the name and path of the executable application.

   Or,

   Click on Local Browse button and select an executable application on the Control workstation.

Note Check that Client applications are stored in the same location as the Control to ensure successful execution.

4. Click Add to List button.
5. The Add/Edit Program details dialog will appear.
6. Confirm the description and path of the executable application.
7. Click OK.
8. Select the Saved List Tab.
9. Check the Show Toolbar box to execute from the Control Window toolbar.
10. Click Close.

A short cut button for easy launching of an application will appear on the Quick Execute toolbar.

▶ **To edit a saved Executable application**

1. Open the Execute Application dialog.
2. Select the Saved List Tab.
3. Select the Application to edit.
4. Click Edit.
5. The Add/Edit Program details dialog will appear.
6. When finished, click OK.
7. Click Close

▶ **To remove a saved Executable application**

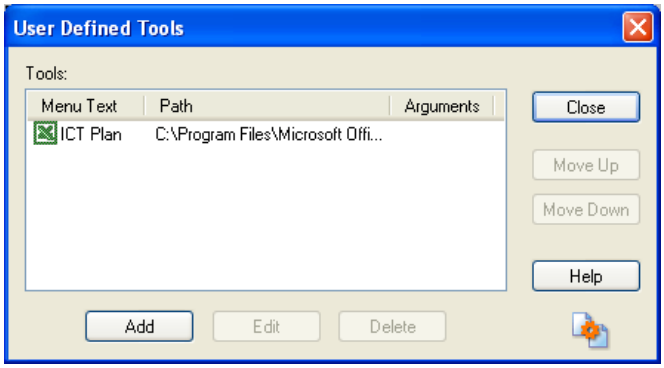
1. Open the Execute Application dialog.
2. Select the Saved List Tab.
3. Select the Application to remove.
4. Click Remove.
5. A confirmation dialog is displayed, click Yes.
6. Click Close

User Defined Tools

As well as allowing a Tutor to launch applications at Student workstations, you can automatically run a task on a Tutor workstation using a Defined Tool.

▶ **To add a Tool**

1. Choose {School}{Tools – Edit} from the Control Window drop down menu.
2. The User Defined Tool dialog will appear.



3. Click on the Add button.
4. The Add Tool dialog will appear.

5. Enter the required information.

7. Click OK. The new tool will be listed on the Tools menu.

8. Click Close.

▶ **To run a Tool**

1. Choose {School}{Tools} from the Control Window drop down menus.

2. Select the tool you wish to run. The Tool will automatically run.

▶ **To edit a Tool**

1. Choose {School}{Tools – Edit} from the Control Window drop down menus.

2. The User Defined Tool dialog will appear.

3. Select the tool you wish to edit or delete.

4. Click on the Edit button.

5. The Edit dialog will appear.

6. Edit the appropriate information, click OK.

▶ **To delete a Tool**

1. Choose {School}{Tools – Delete} from the Control Window drop down menus.

2. The User Defined Tool dialog will appear.

3. Select the tool you wish to edit or delete.

4. Click on the Delete button.

5. A confirmation dialog will appear, click Yes. The Tool will be removed.

Rebooting or Logging out Students

Having connected to a Client or Group of Clients you are able to remotely Logout or Reboot the Client workstations at the end of a session. This is a simple way to prepare multiple workstations for the next group of students.

▶ To Reboot or Logout a Client

1. Select a Client or Group of Clients.

2. Choose {Client}{Reboot or Logout} from the Control Window drop down menu.

   or

   Click the Manage icon drop down arrow on the Control toolbar and select Reboot or Logout.

   or

   If displayed, click the Reboot or Logout icon on the toolbar.

3 A message will appear, confirming the Client(s) included in the Reboot/Logout.

4. Click Yes to continue.

▶ To Reboot or Logout a Client whilst Viewing

1. Choose {Client}{Reboot or Logout} from the View Window drop down menu.

2. A message will appear, confirming the Client included in the Reboot/Logout.

3. Click Yes to continue.

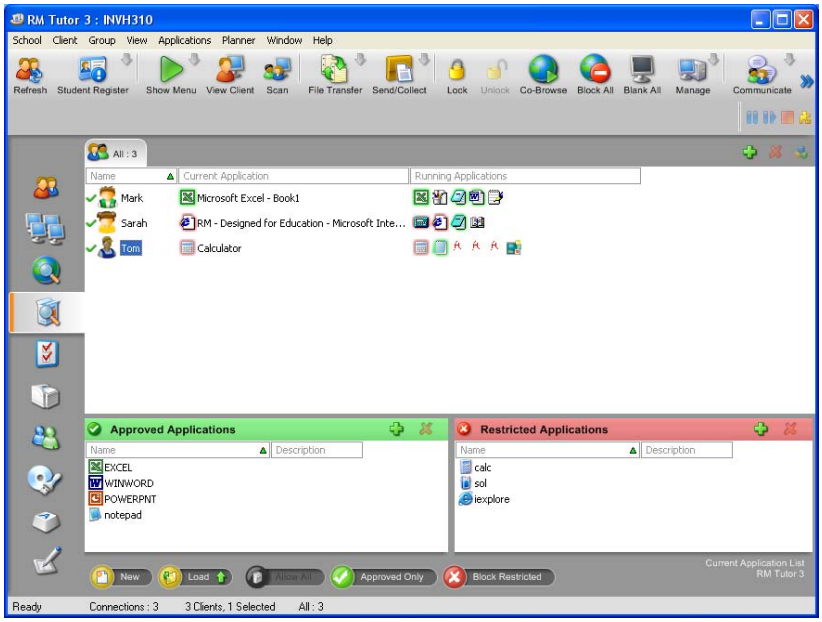
Application Control Module

The Application Control Module is used to monitor and control the applications used by connected Students. A record of applications used in a session can be stored and, if required, the Tutor can restrict or approve the use of applications.

1. Choose {View}{Application View} from the Control Window drop down menu.

   or

   Click the Application Control icon on the left hand side of the Control Window.


RM Tutor 3 : INVH310
School Client Group View Applications Planner Window Help
Refresh Student Register Show Menu View Client Scan File Transfer Send/Collect Lock Unlock Co-Browse Block All Blank All Manage Communicate
All : 3
Name Current Application Running Applications
Mark Microsoft Excel - Book1
Sarah RM - Designed for Education - Microsoft Inte...
Tom Calculator
Approved Applications
Name Description
EXCEL
WINWORD
POWERPNT
notepad
Restricted Applications
Name Description
calc
sol
iexplore
New Load Allow All Approved Only Block Restricted
Current Application List
RM Tutor 3
Ready Connections : 3 3 Clients, 1 Selected All : 3

In 'Applications' Mode you can view details of Approved or Restricted Applications and use the available icons to:

Create a new Application List

Open an existing Application List

Revert back to unrestricted access if application restrictions have been in place.

Activate the "Approved Applications" list. The Student will only be able to run applications that are in the approved list. All other applications are blocked.

Activate the "Restricted Applications" list. The Student will not be able to run applications that are in the restricted list but will be able to run all other applications.

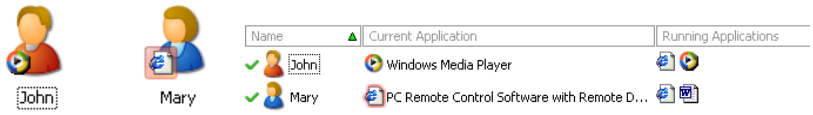
The Application Control Module can be used to perform the following functions:

Identify applications currently running on the Student workstation

In the List View, the student icons can be viewed in a number of different ways. Choose {View}{Large Icons/ Small Icons/ List/ Details} or right click in the List View and select one of these options to change the layout of the Student Icons.

When viewing the “Large Icons” or “Details” layout, an icon is displayed next to the Student icon informing the Tutor of the current application in use.

Large Icons **Details**



If the application is currently listed in the Approved or Restricted lists, then a visual Green (Approved) or Red (Restricted) identifier is shown surrounding the application icon to make identification easier.

If the List View is in “Details” layout then a list of all other applications running on the Student workstation is also displayed.

When viewing any one of the four layout options, the order of the Student and Application icons can also be rearranged by the Tutor. Right click in the List View and choose {Arrange}. The Tutor is able to change the layout of the icons using the following options:

By Name Student icons will be arranged in alphabetical order according to their Client Name/ Display Name/ Get Name.

By Current Application Student icons will be arranged in alphabetical order according to the current application.

By Running Applications Student icons will be arranged in alphabetical order according to the running applications on the Student workstation.

Selection of one of the above options is identified by a black dot.

Auto Arrange If a new Student has been added to the list, or a new application is running on a Student machine, this option will automatically arrange the icons into the previously selected order above. A black tick will identify selection of this option. To deselect this option, simply re-click on “Auto Arrange” and the tick will disappear.

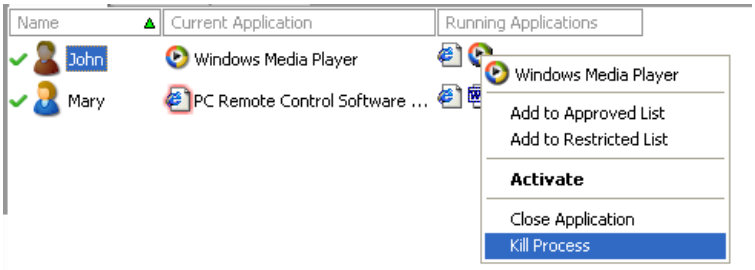
Ascending If this option has been selected, the Student icons will appear in ascending order according to the previously selected option above. A black tick will identify selection of this option. To deselect this option, simply re-click on “Ascending” and the tick will disappear. This will arrange the Student icons in descending order.

Close current/ running applications on a Student workstation

The Tutor has two options when closing down an application on a Student workstation:

Close Close down an application but respect any applications requests at the Student e.g. to save file before closing.

Kill Force the application to close, without any application prompts.



1. To close an application running on a Student workstation choose {View}{Details).
2. The Details List View will appear.
3. Right click on an application icon listed under “Current Application” or “Running Application” in the List View.
4. Choose Close Application or Kill Process.
5. The application will be closed at the Student workstation and the icon will disappear from the List View.

Note By right clicking on an application in the Approved or Restricted List, the Tutor is able to “Close” a running application on all connected Students.

▶ Change the current application running on a Student workstation

1. To change the current application running on a Student machine choose {View}{Details).
2. The Details List View will appear.
3. Right click on an application icon listed under “Running Application”.
4. Choose Activate.

5. The current application running on the Student workstation will now be replaced by the newly activated application.

6. The icon listed under “Current Application” will be replaced with the newly activated application icon.

▶ **Launch an application on all connected Students**

1. Right click on an application icon in the “Approved Applications” List.

2. Choose Send to Students.

3. The application will be Launched on all connected Student workstations.

4. In the List View the Launched application icon will appear in the Current application list.

Or

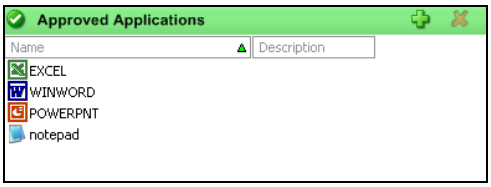
1. Highlight an application in the “Approved Applications” List.

2. Drag and drop the highlighted application into the List View.

3. The application will be Launched on all connected Student workstations.

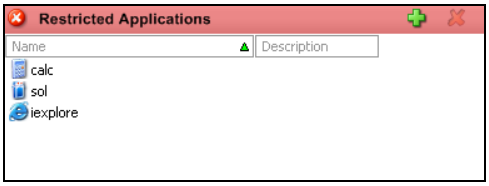
4. In the List View the Launched application icon will appear in the current application list.

Setting up Approved or Restricted applications



Approved Applications

The Student is only able to run the applications specified on this list.



Restricted Applications

The Student is unable to run the applications specified on this list

▶ **Add an application to your Approved or Restricted List**

1. Click on **+** to add an application to your List.

   Or

   Right click in the List boxes and select “Add Application”.

   Or

   Drag and drop applications from your desktop or Start Menu into the Approved or Restricted List box.

2. The Add Application Dialog will appear.

3. Type in the .exe file name (e.g. winword.exe) under Application or Browse for your chosen application.

4. Type in the Description e.g. Microsoft Word.

5. Click OK.

6. The application icon, name and description will appear in your Approved or Restricted List box.

Or

1. Choose {View}{Details}.

2. Right click on an application icon in the List View under “Current Application” or “Running Applications”.

3. Choose “Add to Approved List”.

   Or

   Choose “Add to Restricted List”.

4. The application icon and description will appear in the Approved or Restricted List.

▶ Remove an application from your Approved or Restricted List

1. To remove an application from the List, simply highlight the chosen application and click **x**.

   Or

   Right click in the list boxes and select “Remove Application”.

Note The default Application List is RM Tutor 4.app.

▶ Apply Approved or Restricted applications

Restrictions can be applied to individual Students or all connected Students. Students can view the current restrictions in the Student Toolbar.

1. If you want to apply restrictions to individual Students select their icons in the List View

2. To apply these restrictions choose {Applications}{Allow Approved Applications Only or Block Restricted Applications}.

   Or

   Click on the Approved or Restricted icon at the bottom of the Control Window.

3. To acknowledge which restriction has been activated an appropriate indicator will appear next to the Student icons. (When viewing Large icons only). Red for restricted, green for approved.

4. If a Student is currently running an application included in your activated restriction list, an “Application Blocked” dialog will appear on their screen, stating the application that has been blocked by the Tutor. This will also appear if a Student attempts to run any of the applications included on the restriction list.

▶ End Approved or Restricted applications

1. To remove the restrictions for individual Students, select their icons in the List View.

2. Choose {Applications}{Unrestricted Access} from the drop down menu

   Or

   Click on the Allow All icon at the bottom of the Control Window.

3. The green or red indicator will be removed from the selected Student icons.

▶ Create a new Application List

1. To create a new Application List choose {Applications} {Create New Application List}

   Or

   Click on the New icon at the bottom of the Control Window.

2. A dialog will appear. Enter a file name and click Create.

3. A new blank Application List will appear.

Note Application Lists can be assigned to different Control Users, by setting up a Tutor Profile. See Tutor Profiles.

▶ Open an existing Application List

1. To open an existing application list choose {Applications} {Load Existing Applications List}

   Or

   Click on the Load icon at the bottom of the Control Window.

2. Highlight the relevant file and click Open.

3. The existing application list will appear.

▶ Save an Application List

1. To save the current Application List, choose {Application}{Save Application List as}.

2. A dialog will appear. Enter a file name and click Save.

3. The current Application List will be saved.

Note Any changes that have been made to the new or existing Applications List will be automatically saved when a new Applications List is created, or when you exit out of the RM Tutor program.

The default Application List is saved as RM Tutor 4.app.

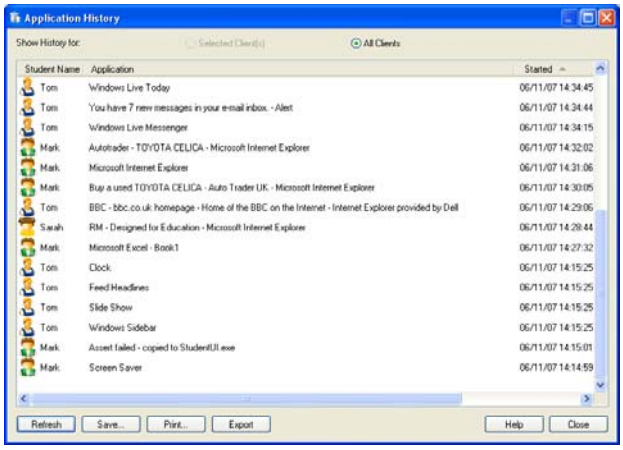
View Application History

This feature of the Application Control Module enables you to monitor the Applications being used by connected Students and, if required, store or print a permanent record.

1. In Applications View choose {Applications}{History} from the Control Window drop down menu.

2. The Application History dialog will appear.

   This provides details of any application used by the Student(s) during the currently connected session. The list is cleared when the Control disconnects.



   The available options are:

   Show History for:

   The list can be viewed by currently Selected Client or All Connected Clients.

   Refresh

   While viewing the list click Refresh at any time to update the display.

   Save

   To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

   Print

Prints details of the currently displayed items.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Web Control Module

The Web Control Module is used to monitor and control the websites visited by connected Students. A record of sites visited in a session can be stored and, if required, the Tutor can restrict or approve the use of specific URLs. In addition the Tutor can temporarily suspend all Internet access.

Note Supported Internet Browsers for Internet metering and restrictions are IE 5.5 or above, Firefox 2, Netscape 8.1, Netscape 8.2*, Opera 9.1*, Opera 9.2*.

*Supports Internet restrictions but not metering.

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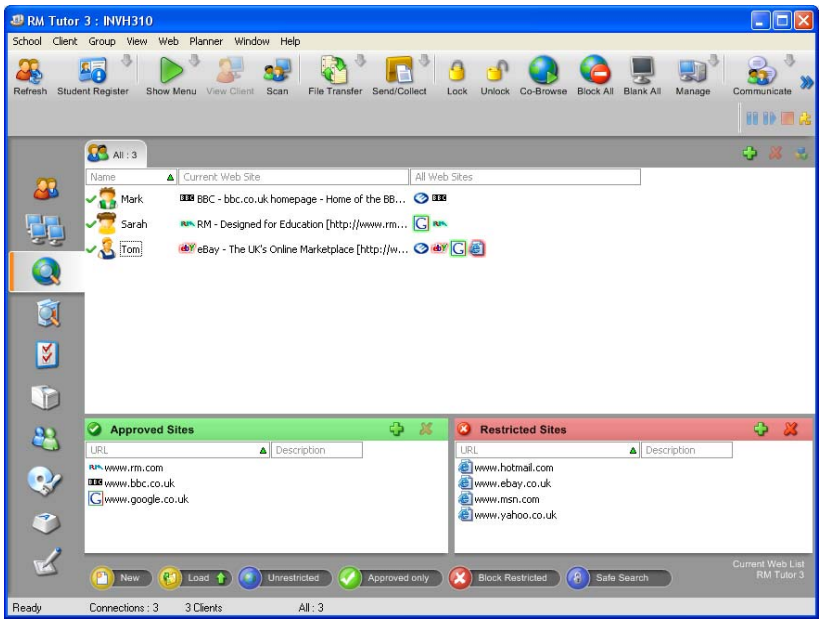
1. Choose {View}{Web View} from the Control Window drop down menu.

   or

   Click the Web Control icon on the left hand side of the Control Window.


RM Tutor 3 : INVH310
School Client Group View Web Planner Window Help
Refresh Student Register Show Menu View Client Scan File Transfer Send/Collect Lock Unlock Co-Browse Block All Blank All Manage Communicate
All : 3
Name Current Web Site All Web Sites
Mark BBC - bbc.co.uk homepage - Home of the BB...
Sarah RM - Designed for Education [http://www.rm...
Tom eBay - The UK's Online Marketplace [http://w...
Approved Sites
URL Description
www.rm.com
www.bbc.co.uk
www.google.co.uk
Restricted Sites
URL Description
www.hotmail.com
www.ebay.co.uk
www.msn.com
www.yahoo.co.uk
New Load Unrestricted Approved only Block Restricted Safe Search
Current Web List
RM Tutor 3
Ready Connections : 3 3 Clients All : 3

In 'Web' Mode you can view details of Approved or Restricted URLs and use the available icons to:

Create a New URL List.

Open an existing URL List.

Revert back to unrestricted access if restrictions have been in place.

Activate the “Approved Site List”. The Student will only be able to view url’s that are in the approved list. All other url’s are blocked. When the Student accesses the Internet they are forced to choose an Approved Site rather than being able to surf at will.

Activate the “Restricted Site” List. The Student will not be able to view url’s that are in the restricted list but will be able to view all other url’s.

Activate "Safe Search" mode. Stops inappropriate web sites being displayed while Students are using search engines.

Activate "Block FTP" sites. Block Students from accessing FTP sites.

Note To temporarily block all Internet usage, select {School}{Block all Internet} from the Control Window drop down menu or if displayed select the Block all Internet icon on the Control toolbar. An indicator will appear next to the Student icons to confirm Internet usage is suspended. This feature only works with IE based browsers.

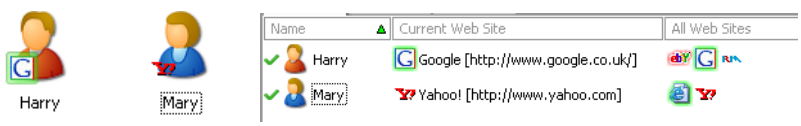
The Web Control Module can be used to perform the following functions:

Identify URL’s currently running on the Student workstation

In the List View, the Student icons can be viewed in a number of different ways. Choose {View}{Large Icons/ Small Icons/ List/ Details} or right click in the List View and select one of these options to change the layout of the Student Icons.

When viewing the “Large Icons” or “Details” layout, an icon is displayed next to the Student icon informing the Tutor of the current Student activity. This icon will be the default Internet Explorer icon or a personalised url icon.

Large Icons **Details**



If the url is currently listed in the Approved or Restricted lists, then a visual Green (Approved) or Red (Restricted) identifier is shown surrounding the url icon to make identification easier.

If the List View is in “Details” layout then a list of all other url’s running on the Student workstation is also displayed.

When viewing any one of the four layout options, the order of the Student icons can also be rearranged by the Tutor. Right click in the List View and choose {Arrange}. The Tutor is able to change the layout of the icons using the following options:

By Name	Student icons will be arranged in alphabetical order according to their Client Name/ Display Name/ Get Name.
By Current Web Site	Student Icons will be arranged in alphabetical order according to the current url the Student is viewing.
By All Web Sites	Student Icons will be arranged in alphabetical order according to the running url’s on the Student workstation.

Selection of one of the above options is identified by a black dot.

Auto Arrange	If a new Student has been added to the list, or a new application is running on a Student machine, this option will automatically arrange the icons into the previously selected order above. A black tick will identify selection of this option. To deselect this option, simply re-click on “Auto Arrange” and the tick will disappear.
Ascending	If this option has been selected, the student icons will appear in ascending order according to the previously selected option above. A black tick will identify selection of this option. To deselect this option, simply re-click on “Ascending” and the tick will disappear. This will arrange the Student icons in descending order.

▶ **Close the current/running URL on a Student workstation**

1. To close a url on a Student workstation choose {View}{Details}.
2. The Details List View will appear.
3. Right click on a url icon under “Current Web Site” or “All Web Sites”.
4. Choose Close.
5. The url will be closed at the Student machine and the url icon will disappear from the List View.

Note By right clicking on a url icon in the Approved or Restricted List, the Tutor is able to close a url on all connected Students, by choosing “Close at Students”.

▶ Change the current URL running on a Student workstation

1. To change the current url running on a Student workstation choose {View}{Details}.
2. The Details List View will appear.
3. Right click on a url icon listed under “All Web Sites”.
4. Choose “Activate”.
5. The newly activated url will now replace the current url running on the Student workstation.
6. The icon listed under “Current Web Site” will be replaced with the newly activated url icon.

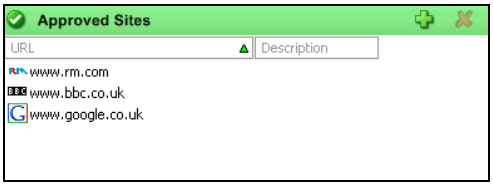
▶ Launch a URL on all connected Students

1. Right click on a url icon in the “Approved Sites” List.
2. Choose “Send to Students”.
3. The url will be launched on all connected Student workstations.
4. In the List View the launched url icon will appear in the current web site list.

Or

1. Highlight a url in the “Approved Applications” List.
2. Drag and drop the highlighted url into the List View.
3. The url will be launched on all connected Student workstations.
4. In the List View the launched url icon will appear in the current web site list.

Setting up an Approved or Restricted Web Site List



Approved Sites

When activated, the Student is only able to view the url's specified on this list. A page will appear at the Student machines displaying the list of approved sites that they can choose from. This will only appear if the Student Toolbar is disabled.

Restricted Sites

When activated, the Student is unable to view the url's specified on this list. However, all other sites, even those that are not on the Approved List, can be viewed.

Note To temporarily block all Internet usage, select {School}{Block all Internet} from the Control Window drop down menu or if displayed select the Block all Internet icon on the Control toolbar. An indicator will appear next to the Student icons to confirm Internet usage is suspended.

By default, keywords are entered to prevent/ allow a Student to view a URL that includes these keywords. This can be used to deal with websites that are re-directed.

The Tutor also has the option to enter a SUB-URL, limiting Student access to selected pages on a website.

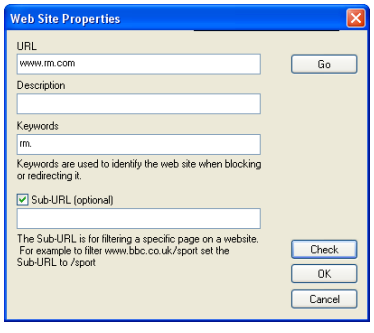
▶ Add a URL to your Approved or Restricted List

1. Click on **+** to add a url to your Approved or Restricted list.

   Or

   Right click in the list boxes and select "Add Site".

2. The Add Web Site dialog will appear.



3. Type in the website address under URL, e.g. www.rm.com

4. Click Check, the keyword for the website will be entered

5. Click “GO” to check that the url website address is correct.

6. Type in the Description, e.g. RM Tutor (this is optional).

7. Enter a Sub-URL, this allows you to block certain pages on a website (this is optional).

8. Click OK.

9. The url icon and description will appear under the Approved or Restricted List.

Or

1. Choose {View}{Details}.

2. Right click on a url icon in the List View under “Current Web Site” or “All Web Sites”

3. Choose “Add to Approved List”.

   Or

   Choose “Add to Restricted List”.

4. The url icon and description will appear under the Approved or Restricted List.

Note You can also add a URL to the Approved or Restricted list from the Co-Browser.

▶ Remove a URL from your Approved or Restricted List

1. To remove a url from the list, simply highlight the chosen url and click **x**.

   Or

   Right click in the list boxes and select “Remove Site”.

▶ Apply Approved or Restricted Web Sites

Restrictions can be applied to individual Students or all connected Students. Students can view the current restrictions in the Student Toolbar.

1. If you want to apply restrictions to individual Students select their icons in the List View

2. To apply these restrictions choose {Web}{Allow Approved URL’s Only or Block Restricted URL’s}

   Or

   Click on the relevant restriction icon at the bottom of the Control Window.

3. To acknowledge which restriction has been activated an appropriate indicator will appear next to the Student icons. (When viewing Large icons only). Red for restricted, green for approved.

4. If a Student is currently viewing a website included in the activated restriction list, a message will appear on their screen stating that the url has been blocked by the Tutor.

Note You can amend the URL that restricted websites will be redirected to. Choose {Web}{Redirect URL} from the Control Window drop down menu and enter the required URL.

Full internet redirection is supported on Internet Explorer, Netscape (in IE Mode) and Browsers that provide IE based rendering. For Mozilla and Firefox the Browser window will close.

▶ End Approved or Restricted Web Sites

1. To remove the restrictions for individual Students, select their icons in the List View.

2. Choose {Web}{Unrestricted Access} from the drop down menu

   Or

   Click on the Unrestricted icon at the bottom of the Control Window.

3. The green or red indicator will be removed from the selected Student icons.

▶ Apply Safe Search Mode

Prevents inappropriate content from being displayed while Students are using search engines.

1. Choose {Web}{Safe Search Mode} from the Control Window drop down menu.

   Or,

   Click the Safe Search icon at the bottom of the Control Window.

▶ Block FTP Sites

Prevent Students from accessing FTP sites to stop the exchanging of files.

1. Choose {Web}{Block FTP Sites} from the Control Window drop down menu.

   Or

   Click the Block FTP icon at the bottom of the Control Window.

2. Access to FTP sites will now be blocked.

▶ **Create a new URL List**

1. To create a new URL List choose {Web}{Create new URL List}.

   Or

   Click on the new New icon at the bottom of the Control Window.

2. A dialog will appear. Enter a file name and click Create.

3. A new blank URL List will appear.

Note The default URL List is saved as RM Tutor 4.web

▶ **Open an existing URL List**

1. To open an existing URL List choose {Web}{Load Existing URL List}

   Or

   Click on the Load icon at the bottom of the Control Window.

2. Highlight the relevant file and click Open.

3. The existing URL List will appear.

▶ **Save an URL List**

1. To save a current URL List choose {Web}{Save URL List as} from the drop down menu.

2. A dialog will appear. Enter a file name and click Save.

3. The current URL List will be saved.

Note Any changes that have been made to the new or existing Web List will be automatically saved when a new Web List is created, or when you exit out of the RM Tutor program.

The default Web List is saved as RM Tutor 4.web.

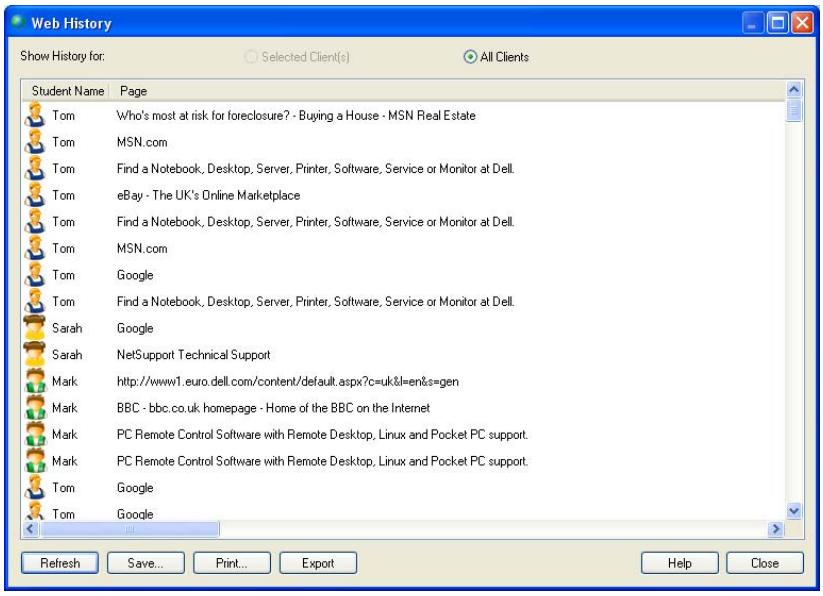
View Web History

This feature of the Web Control Module enables you to monitor the websites being visited by connected Students and, if required, store or print a permanent record.

1. In Web View choose {Web}{History} from the Control Window drop down menu.

2. The Web History dialog will appear.

   This provides details of the sites visited by the Student(s) during the currently connected session. The list is cleared when the Control disconnects.


Web History
Show History for:
Selected Client(s)
All Clients
Student Name
Page
Tom Who's most at risk for foreclosure? - Buying a House - MSN Real Estate
Tom MSN.com
Tom Find a Notebook, Desktop, Server, Printer, Software, Service or Monitor at Dell.
Tom eBay - The UK's Online Marketplace
Tom Find a Notebook, Desktop, Server, Printer, Software, Service or Monitor at Dell.
Tom MSN.com
Tom Google
Tom Find a Notebook, Desktop, Server, Printer, Software, Service or Monitor at Dell.
Sarah Google
Sarah NetSupport Technical Support
Mark http://www1.euro.dell.com/content/default.aspx?c=uk&l=en&s=gen
Mark BBC - bbc.co.uk homepage - Home of the BBC on the Internet
Mark PC Remote Control Software with Remote Desktop, Linux and Pocket PC support.
Mark PC Remote Control Software with Remote Desktop, Linux and Pocket PC support.
Tom Google
Tom Google
Refresh
Save...
Print...
Export
Help
Close

The available options are:

Show History for:

The list can be viewed by currently **Selected Client** or **All** Connected Clients.

Refresh

While viewing the list click Refresh at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Print

Prints details of the currently displayed items.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Co-Browser

RM Tutor provides the Tutor and Students with a shared Web Browser. This enables the Tutor to lead a browser session, navigating Students through various web pages, with the added security of locking the Students so they can only view the pages opened by the Tutor.

Note The Co-Browser is not supported with websites that use Flash Navigation or Java Scripting.

▶ To open a Co-Browse session

1. Select the Client(s) that are to be included in the session.
2. Choose {Client}{Co-Browse} from the Co-Browse Window drop down menu.

   Or

   If displayed, click the Co-Browse icon on the Toolbar.
3. The Co-Browse Window will open and also appear on the selected Student machines. From here you can open web pages and create new tabs that allow you to navigate between web pages.

RM - Designed for Education - Co-browser
File View Bookmarks Restrictions Window Help
Back Forward Stop Refresh Home Print Pause Synchronise Locked
Address: http://www.rm.com/rmcomhome.asp?srcurl=lhnav
Go
RM - Designed for Education
Google
Designed for Education
Search for
in
The Whole Site
Go
View Basket | Support | Site Map | Help
Primary Schools
Providing the very best ICT teaching & learning products.
Secondary Schools
ICT Products and Solutions to enhance learning.
Lifelong Learning
Network and managed service solutions to support ILT.
The deadline for spending eLCs is 31st August 2006
Visit our software shop!
Low Power = Lov
The new RM One is no
ecoquiet™ technology
power than a standarc
whisper-quiet too. All
the award-winning RM
SUMMER SPECIAL OFFERS
Summer Special O
There's something for
summer, with our hot
fantastic school offers

Using the Co-Browser

Using the Co-Browser is a very straightforward process with a simple to use interface. Once the Co-Browser is active on the selected Students screens, you can guide Students through a variety of web pages to suit the needs of your lesson. You can view multiple websites by creating new tabs, which allows you to easily switch between different web sites.

▶ To Create a new tab

1. Select {File}{New Tab} from the Co-Browser drop down menu.

2. A new tab will appear. Enter the website address in the Address Bar and select Go.

3. The website will be displayed under the new tab.

▶ To approve/restrict websites

You can add websites to the approved or restricted lists in the Web Control Module from the Co-Browser Window.

1. Select the website you wish to approve or restrict.

2. Choose {Restrictions}{Add to Approved Sites or Add to Restricted Sites} from the Co-Browser drop down menu.

3. The website will now either be approved or restricted and this will apply to the Students when using the Co-Browser.

Note There are three different modes that you can apply to Students while they are using the Co-Browser, Locked, Restricted and Free, by default the Students will be locked.

You can pause the Students Co-Browse session by selecting the Pause icon on the Toolbar. This may be useful if you wish to perform any functions you don't wish the Students to see.

To set the Students web pages to the same as the Tutor's click the Synchronise icon on the Toolbar.

Lock/Unlock Students in the Co-Browser

There are several different modes you can apply to the Students when using the Co-Browser. **Lock Students**, lets you guide Students through a selection of web pages with Students having no control over what they are viewing. **Restrict Students**, enables Students to have some control but only view web pages that you have selected. **Free Students**, allows Students have full control over what websites they can access.

Note Whilst the Students are unlocked, any restrictions applied in the Web Control Module will apply to the Students in the Co-Browser session.

▶ To lock Students

1. Select {File}{Lock Students} from the Co-Browser drop down menu.

   Or

   Click the Lock/Unlock icon on the Toolbar and select Lock Students.

2. Students will now be locked, they will only be able to view websites that the Tutor shows them, with no access to any of the Co-Browse functions.

▶ **To free Students**

1. Select {File}{Free Students} from the Co-Browser drop down menu.

   Or

   Click the Lock/Unlock icon on the Toolbar and select Free Students.

2. Students will now have control over the Co-Browser and will be able to open new websites etc. Any web pages or tabs selected by the Tutor will be left open.

▶ **To restrict Students**

1. Select {File}{Restrict Students} from the Co-Browser drop down menu.

   Or

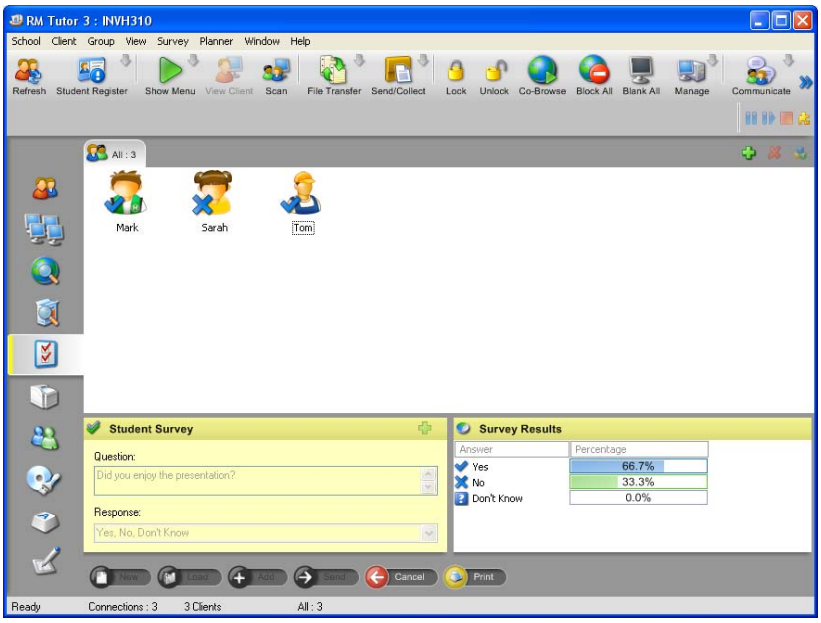
   Click the Lock/Unlock icon on the Toolbar and select Restrict Students.

2. Students will be unlocked, but they will only be able to access web pages or tabs left open by the Tutor. Students will not have access to other websites or be able to open links on existing pages.

Student Surveys

The Student Survey tool enables the Tutor to get instant feedback from Students during or at the end of a session. The Tutor sends connected Students a question together with a selection of pre-defined responses. Student responses are gathered at the Tutor with the results shown as an overall percentage and by individual Student.

Students can also be temporarily 'grouped' by response enabling you to see in an instant who selected the same answer. This could be useful if you felt a quick follow-up question or message to particular Students was required.



▶ **The basic procedure for sending a survey to Students is:**

1. Choose {View}{Survey View} from the Control Window drop down menu.

   or

   Select the Student Survey icon from the left hand side of the Control Window.

2. Select the Students to include in the survey. This can be all Students in the list view, selected Students or a defined group of Students.

3. Enter a question in the box provided.

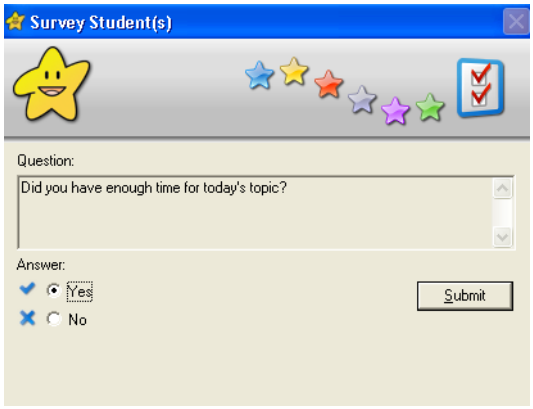
4. Select the responses/answers to the question. These can either be chosen from the drop down list of defaults or you can enter your own options, using a comma to separate each one. Up to 6 choices can be entered.

5. Send the survey to Students by choosing {Survey}{Send} from the Control Window drop down menu.

   or

   Click the **Send** icon displayed at the bottom of the Survey pane.

   A dialog will open at the Student machines displaying the question and responses. Students choose the appropriate response and submit the answer.



6. As Students submit their answers the Survey Results pane will display the percentage response for each option. The Client icon will also flag how the individual Student answered. By choosing {View}{Details} from the Control Window drop menu you can sort the Students by result. Alternatively, you can sort the Students into temporary groups by response. Choose {Survey}{Auto Group Students} from the Control Window drop down menu.

7. When the survey is complete, remove it from the screen by choosing {Survey}{Cancel Survey} from the Control Window drop down menu.

   or

   Click the **Cancel** icon displayed at the bottom of the Survey pane.

Note The Survey will be cleared from all machines whether the Student has responded or not.

▶ Print Survey results

Before clearing the survey you can print a permanent record of the results.

1. Choose {Survey}{Print Results} from the Control Window drop down menu.

   or

   Click the **Print** icon displayed at the bottom of the Survey pane.

Survey Lists

Surveys can be re-used by adding them to a Survey List. RM Tutor provides a default list, RM Tutor 4.sul, into which questions and responses are automatically stored, but you can create custom lists if you want to categorise different types of question.

▶ Create a Survey List

1. In Survey View, choose {Survey}{Create New Survey List} from the Control Window drop down menu.

   or

   Click the **New** icon displayed at the bottom of the Survey pane.

2. Enter a name for the file and click Create.

3. Any new Surveys you enter will be added to the list.

▶ Load a Survey List

1. In Survey View, choose {Survey}{Load Existing Survey List} from the Control Window drop down menu.

   or

   Click the **Load** icon displayed at the bottom of the Survey pane.

2. Select the required list and click Open.

Using Survey Lists

With the required Survey List loaded you can enter new questions or use and manage previously stored questions and responses.

▶ To add a new question to a Survey List

1. In the Student Survey pane enter the question and choose the required responses from the drop down list or add new options if the defaults aren't appropriate.

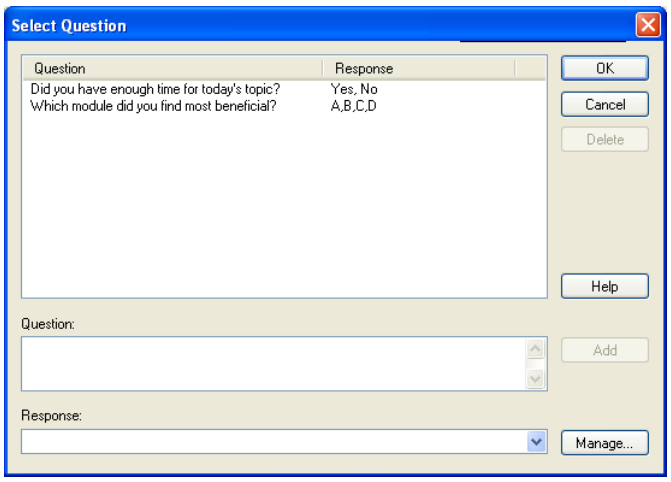
2. Send the Survey to Students. The Survey will automatically be stored in the current list.

   or

   Rather than send the Survey immediately, choose {Survey}{Add Survey to List} from the Control Window drop down menu or click the **Add** icon displayed at the bottom of the Survey pane to store the question and responses for future use.

▶ To use an existing Survey

1. In the Student Survey pane click the Select/Add Question icon. (Green Cross). The Select Question dialog will appear.



2. Select a question from the list and click OK.

3. The question will be displayed in the Survey pane ready to be sent to Students.

Manage Questions and Responses

As well as enabling you to choose an existing Survey, the Select Question dialog can be used to add new questions/responses and edit questions/responses if the current examples are not appropriate.

1. If the Survey list does not currently include the required question, enter the new question along with the responses in the boxes provided and click Add.

   or

   To edit an existing question, select it from the list, change the question and/or the responses and click Add.

Note If you change the question it will be added to the list in addition to the original. If you only change the responses, the original will be overwritten.

---

2. To use the question in a Survey, select it from the list and click OK.

3. The question will be displayed in the Survey pane ready to be sent to Students.

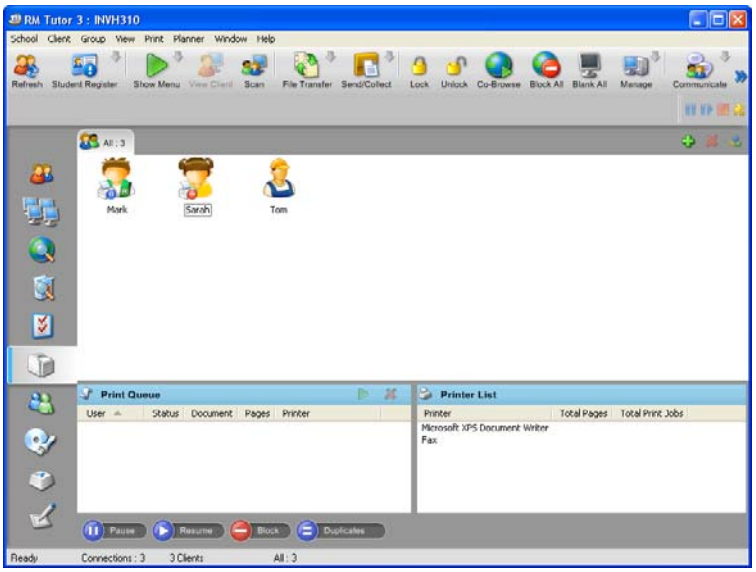
Note When you use customised responses in a Survey they will be attached to that question only. If you want to make the responses available to other Surveys they need to be added to the default drop down list. Click **Manage**, the Manage Responses dialog will appear, enter the required responses and click Add.

Printer Management

Print Management gives the Tutor total control over printer usage within the classroom, the tutor can monitor and control all printing activity by connected Students. Students can be prevented from printing, be assigned page limits per lesson or require Tutor authorisation to print.

The print management feature supports multiple printers within a classroom, prevents the addition, deletion or modification of existing printers and provides printing usage summaries as part of the Student register.

Note Print Management is not supported on Windows 9X.


RM Tutor 3 : INVH310
School Client Group View Print Planner Window Help
Refresh Student Register Show Menu View Client Scan File Transfer Send/Collect Lock Unlock Co-Browse Block All Blank All Manage Communicate
All : 3
Mark
Sarah
Tom
Print Queue
User Status Document Pages Printer
Printer List
Printer Total Pages Total Print Jobs
Microsoft XPS Document Writer
Fax
Pause Resume Block Duplicates
Ready Connections : 3 3 Clients All : 3

1. Choose {View}{Print View} from the Control Window drop down menu.

   or

   Click the Print Management icon on the left hand side of the Control Window.

In the List View, the Student icons can be viewed in a number of different ways. Choose {View}{Large Icons/ Small Icons/ List/ Details} or right click in the List View and select one of these options to change the layout of the Student icons.

When viewing the "Large Icons" layout, an icon is displayed next to the Student icon informing the Tutor of the current print activity. If the List View is in "Details" layout, a summary of the print activity for each Student is displayed.

Note Printers must be added to Student workstations before the Tutor connects.

Using Printer Management

Printers must be added to the Student workstation before the Tutor connects, once connected to Students, printers cannot be added, removed or modified. All printers that are attached to Student workstations will appear in the Printer List. Student print jobs will be displayed in the Print Queue, giving you an overview of who is printing, what is being printed, how many pages are printing and the current print status. From here you can delete or resume printing for Students.

If the Student Toolbar is enabled Students will be notified of the current print status.

▶ Setting Print thresholds

Print thresholds can be applied for an individual print job, allowing the Tutor to specify the maximum number of pages Students can print. If the Student exceeds this limit, the print job will be automatically paused or deleted.

1. Choose {Print}{Set Print Thresholds} from the Control Window drop down menu.

2. The Print Thresholds dialog will appear, allowing you to apply the relevant settings.

▶ Pause Printing

1. Select the required Students in the List View.

2. Choose {Print}{Pause Printing} from the Control Window drop down menu.

   Or,

   Click the Pause icon at the bottom of the Control Window.

3. The Print status for the selected Student(s) will now show as paused.

▶ Block all Printing

1. Select the required Students in the List View.

2. Choose {Print}{Block All Printing} from the Control Window drop down menu.

   Or,

   Click the Block icon at the bottom of the Control Window.

3. The Print status for the selected Student(s) will now show as blocked.

▶ Delete Print Jobs

You can delete all print jobs, selected print jobs or all print jobs for a Student.

1. Select the required print job(s) in the Print Queue.
2. Right click and choose Delete/ Delete All/ Delete All jobs for Test20.
3. The selected print job(s) will be deleted.

▶ Deleting Duplicate Print Jobs

1. Choose {Print}{Delete Duplicates} from the Control Window drop down menu.

   Or,

   Click the Duplicate icon at the bottom of the Control Window.
2. Duplicate print jobs will now be deleted.

▶ Resume Printing

Allows you to restart printing after it has been paused or blocked.

1. Select the required Students in the List View.
2. Choose {Print}{Resume Printing} from the Control Window drop down menu.

   Or,

   Click the Resume icon at the bottom of the Control Window.
3. Printing will now be resumed.

Note You can also resume printing for Student(s) in the Print Queue. Select the required print job, right click and choose Resume.

View Print History

This feature of Print Management enables you to monitor the print usage of connected Students and if required, store or print a permanent record.

1. In Print View choose {Print}{History} from the Control Window drop down menu.

2. The Print History dialog will appear.

   This provides details of the Students print activity during the currently connected session. The list is cleared when the Tutor disconnects.

   The available options are:

   Show History for:

   The list can be viewed by currently Selected Client or All Connected Clients.

   Refresh

   While viewing the list click Refresh at any time to update the display.

   Save

   To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

   Print

   Prints details of the currently displayed items.

   Export

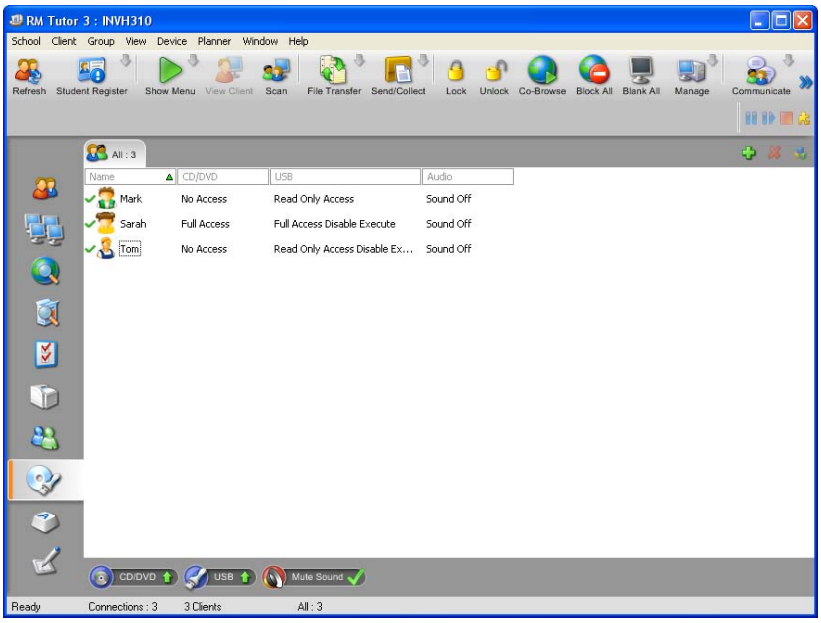
   Exports data to a CSV file allowing the data to be imported if needed.

   Close

   Closes the History dialog but details will continue to be recorded while the Control is connected.

Device Control

The Device Control feature allows the Tutor to protect against external sources during a Lesson. The Tutor can prevent data from being copied to or from USB devices and CD/DVD drives. In addition the Tutor can provide read only access, allowing Students to view files from devices but prevents copying files from them.


RM Tutor 3 : INVH310
School Client Group View Device Planner Window Help
Refresh Student Register Show Menu View Client Scan File Transfer Send/Collect Lock Unlock Co-Browse Block All Blank All Manage Communicate
All : 3
Name CD/DVD USB Audio
Mark No Access Read Only Access Sound Off
Sarah Full Access Full Access Disable Execute Sound Off
Tom No Access Read Only Access Disable Ex... Sound Off
CD/DVD USB Mute Sound
Ready Connections : 3 3 Clients All : 3

1. Choose {View}{Device View} from the Control Window drop down menu.

   or

   Click the Device Control icon on the left hand side of the Control Window.

In the List View, the Student icons can be viewed in a number of different ways. Choose {View}{Large Icons/ Small Icons/ List/ Details} or right click in the List View and select one of these options to change the layout of the Student icons.

When viewing the "Large Icons" layout, an icon is displayed next to the Student icon informing the Tutor of the current Device restrictions. If the List View is in "Details" layout, a summary of Device restrictions for each Student is displayed.

▶ Block Access to CD/DVD or USB Devices

1. Select the required Students in the List View

2. Choose {Device}{CD/ USB - Block Access} from the Control Window drop down menu.

   Or,

   Click the CD/DVD icon or USB icon at the bottom of the Control Window and choose Block Access.

- **Read Only Access to CD/DVD or USB Devices**

  Provide Students with read only access to CD/DVD or USB devices.

  1. Select the required Students in the List View.
  2. Choose {Device}{CD/ USB - Read Only} from the Control Window drop down menu.

     Or,

     Click the CD/DVD icon or USB icon at the bottom of the Control Window and choose Read Only.

- **Unrestricted Access**

  Provide Students with full access to CD/DVD or USB devices.

  1. Select the required Students in the List View.
  2. Choose {Device}{CD/ USB - Unrestricted} from the Control Window drop down menu.

     Or

     Click the CD/DVD icon or USB icon at the bottom of the Control Window and choose Unrestricted.

- **Disable Execute**

  Prevent Students from running programs from CD/DVD or USB devices.

  1. Select the required Students in the List View.
  2. Choose {Device}{CD/ USB - No Execute} from the Control Window drop down menu.

     Or

     Click the CD/DVD icon or USB icon at the bottom of the Control Window and choose No Execute.

- **Mute Sound on Student Workstations**

  1. Choose {Device}{Mute Sound} from the Control Window drop down menu.

     Or,

     Click the Mute Sound icon at the bottom of the Control Window.

  2. Sound will be muted on the Student workstations.

Tutor Profiles

RM Tutor allows you to set up multiple Tutor Profiles for different Control Users, each with a pre-defined set of options. On starting the Tutor program, if multiple profiles have been created a dialog is displayed that allows the user to select which profile to use.

The main benefit of creating a profile is to be able to store ready-made lists of Approved / Restricted Applications and Web Sites rather than have the user create these at the start of each lesson.

Having created your Approved/Restricted Lists, as detailed in the Web Control and Application Control sections, the files can then be added to a Tutor Profile.

Note As well as Web Site and Application lists, other areas of the program that can be profiled are Layouts, Client Lists, Group Lists and the location for storing test results.

▶ **To create a Tutor Profile**

1. Create the files, containing details of approved/restricted web sites, applications etc that are to be included in the profile.

2. Choose {School}{Configuration}{Administration – Profile} from the Control Window drop down menu. The list of existing Tutor Profiles will appear.

3. To create a new profile, select Add. The Create New Configuration dialog will appear.

4. Enter a name for the profile. Functionality for the profile can be ‘copied from’ an existing Tutor configuration, the default or a user defined profile. Click OK. The name will be added to the profile list.

5. To change the content of the profile, click Edit. The File Locations dialog will appear.

6. In each category, select the file to be used in the profile. Click OK.

Each time the Tutor program is started, the user will be presented with a list of locally stored Profiles to choose from.

Lesson Planner

A RM Tutor Lesson Plan enables a Tutor to structure a session around a pre-defined set of tasks with appropriate timings and prompts allocated to each part of the plan.

Common RM Tutor functionality can be built into the plan, such as run test, send/collect work, scan and show.

▶ To create a Lesson Plan

1. Choose {Planner}{Manage Planner} from the Control Window drop down menu.

   Or,

   Click the 'Lesson Plans' icon on the Control toolbar and choose Manage Plans.

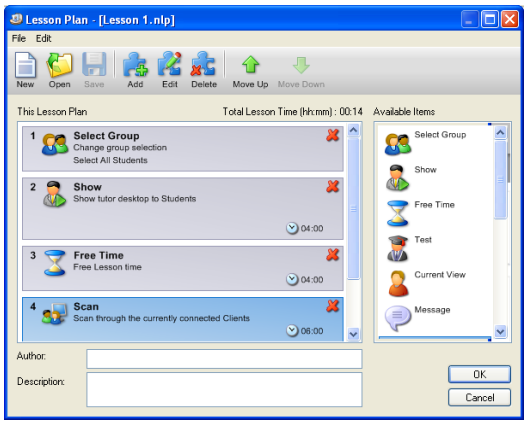
   Or,

   Select the Create button on the Class Wizard dialog.

   Or,

   If displayed, click the create a Lesson Plan icon on the Lesson Plan bar.

2. The Lesson Plan Window will appear.



3. From the Available Items list drag the required task and drop it into the Window. Enter any addition properties that are required.

4. When all tasks are in place save the lesson.

5. To create a new lesson click New on the toolbar or to re-load a saved lesson click Open.

6. Click Ok.

7. The Start Lesson Window will appear. This confirms the lesson content, total time, author and description of the lesson.

8. To start the currently loaded lesson click Ok or click Cancel to close the Window.

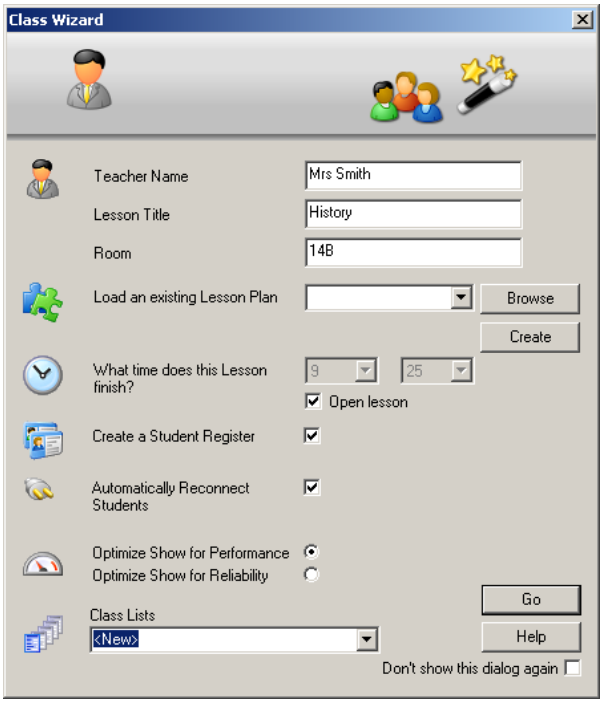
Managing a Lesson Plan

When a lesson is activated a progress bar will appear at the Tutor. The Tutor will be prompted before each task is due to begin and they can choose whether to continue or abort. At any point during a task you can use the tools on the Lesson bar to pause, skip to next item or abort the lesson.

Note If you simply want a timed session without the need to run a pre-defined Lesson Plan select {Planner}{Set Class Time} from the Control Window drop down menu. This enables you to select an end time for the lesson or the duration. The timer will appear on the Lesson Bar and can be switched off by selecting {Planner}{Set Class Time}{Remove}. The timer shows hours/minutes until there is 5 minutes remaining when it will switch to minutes/seconds.

Class Wizard

The Class Wizard enables you to enter the general properties of a lesson and guides you through the creation of a lesson plan if one has not already been created. When loading the Tutor Program the Wizard will appear automatically but can be switched off if required.



Class details

You have the option to input the Teacher Name, Lesson Title and Room Number. If these details are completed they will form part of the Student Register should you require one.

Load an existing Lesson Plan

By clicking Browse you can load any Lesson Plans you have previously saved. Alternatively you can create a new Lesson Plan.

What time does this Lesson finish?

Enter the time you want the class to finish, a timer will appear while the lesson is in progress. If you do not want the lesson to be timed enable the Open Lesson option.

Create a Student Register

Before the lesson starts you can prompt the Students to login with their names. These will be displayed at the Tutor instead of the machine names.

Automatically reconnect to Students

Ensures that Student machines automatically rejoin a live remote control session should they inadvertently disconnect.

Optimise Show

If one of the tasks within the lesson is to show the Tutor screen to the Students you can optimise the show performance. This is useful if showing to many machines but does increase Network overheads. If only showing to a few PC's you many prefer to optimise the show for reliability.

If multiple Tutor's are attempting to use this option simultaneously on the same subnet it is recommended that each broadcasts on a different Port to avoid conflict. The UDP/Broadcast Show Port is set in the 'Tutor Connectivity Settings' option.

Note If your Network administrator has protected the configuration these options will not be available.

Class Lists

You can create a new Class List or load a previously saved Class List.

Don't show this dialog again

By checking this box the Class Wizard will not appear at startup.

Note To re-activate the Class Wizard to appear at startup, set the Display Class Wizard option in the startup section of the configuration.

Click Go to start the lesson. If you have asked for Students to register their names, the Register Student dialog will appear. Once the Students have responded the first task in your Lesson Plan will start.

Class Lists

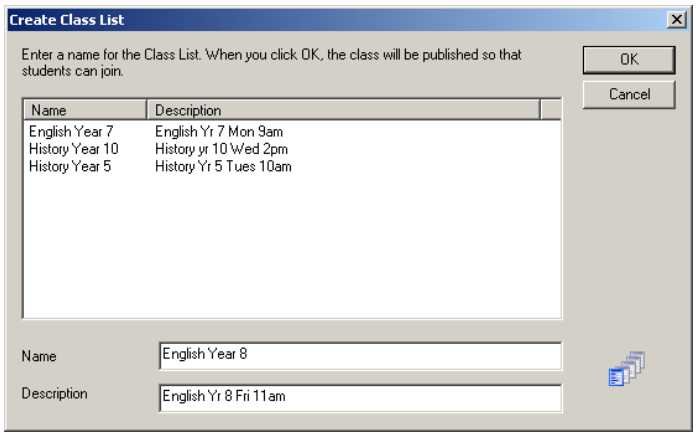
With RM Tutor you have the option to create Class Lists, this provides you with a quick and convenient way of saving multiple Student lists for all your different classes. The Class List can then be loaded at the start of a lesson and you can quickly connect to the Student machines.

▶ To create a Class List

1. Open the Class Wizard, either at startup or choose {School}{Start Class} from the Control Window drop down.

2. In the Class Wizard, select New from the Class List drop down menu, then click Go.

3. The Create Class List dialog will appear, specify a name and a description for your class.



4. Click Ok.

5. Your class will now be published and the ‘Publish a Class List’ dialog will appear. This will list the Student names as they connect to the class.

6. Click Done when all Students have connected.

Note You can also create a Class List from an active session, make sure you are connected to the appropriate Students by using the Known List. Select {School}{Class Lists – Create} from the Control drop down menu, the Create Class List dialog will appear, enter a name and description for your class.

A command line utility can be used to generate Class Lists outside the Tutor program. The 'Class List Processor' enables you to produce Class Lists in advance based on data that may have been supplied from an external source. The file, classlistprocessor.exe is installed in the Program Folder along with explanatory notes as to its use, classlistprocessordocumentation.txt.

To connect to a Class List

For Students to join your class, they will need to have the RM Client program installed so they are able to browse the network and find your class.

Note Students are only able to join your class whilst it is being published at the Tutor.

---

1. At the Student machine, select the RM Client icon from the taskbar.

2. Choose {Commands}{Join a Class} from the Client drop down menu.

3. The Join Class dialog will appear and immediately search the network for available classes.

4. Highlight the required Class and click Join.

5. When the connection has been made close the dialog.

6. The name of the connected Student will appear at the Control.

▶ **To end a Class List**

1. Choose {School}{End Class} from the Control Window drop down menu.

2. Your current class will be ended and the Class Wizard will appear allowing you to start a new lesson.

Note If the Tutor machine does not have write access to the Class Lists folder, the Tutor will not be able to create new Class Lists or edit existing ones.

You can specify the location for the Class Lists to be stored by using the following registry key and then specifying a location;

Files\Classlist

[HKEY_LOCAL_MACHINE\SOFTWARE\Productive Computer Insight\PCICTL\ConfigList\Standard]

"Files\\Classlist"="C:\\Temp"

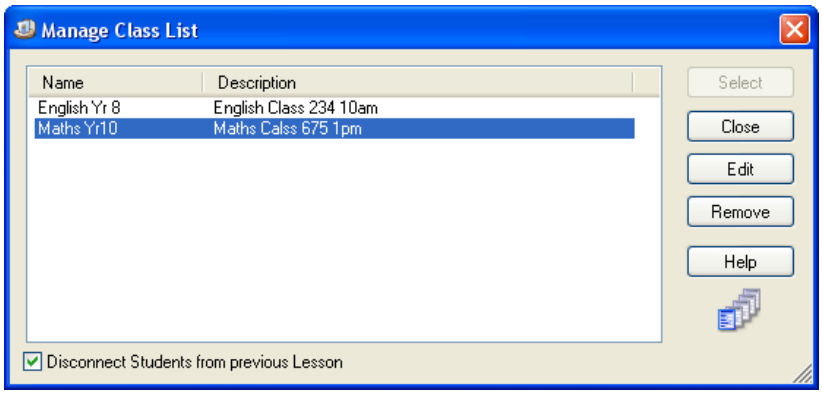
Managing Class Lists

From this dialog you can manage your existing Class Lists.

▶ Edit Class Lists

1. Select {School}{Class Lists – Manage} from the Control window drop down menu.

2. The Manage Class List dialog will appear.



3. From here you can edit the name & description of a Class and delete a Class.

Note You are unable to delete a Class that is currently open.

---

4. To switch to a different Class, highlight that Class and click Select.

5. If you are unable to connect to Students, they may still be connected to a previous lesson. Select Disconnect Students from a previous Lesson to end this connection.

7. Click Close when you are finished.

Note To change the members of a Class you need to add or remove Students using the Known List of Students.

Student Toolbar Settings

The Student Toolbar provides feedback to the Student on the current lesson, time remaining, current websites and applications that are available, the status of messenger and keyboard monitoring and quick access to request help. It can be set to be always visible at the top of the Student screen or to auto-hide.

All features included on the Toolbar can be customised by the Tutor.

To select the features to be made available on the Toolbar choose {View}{Current Settings – Student Toolbar} from the Control Window drop down menu.

Enable the Toolbar and decide whether to make it always visible. Alternatively, if the Toolbar is minimised the Student can mouse over the top of their screen to make it appear. If the Tutor changes a setting that affects a toolbar option, a message will appear. For example, enabling Internet restrictions.

The following Toolbar options can be turned on or off as required:

Image	Displays the Student Icon image.
Name	Shows the Students logged on name or the name entered on the Student Register.
Class/Teacher	Displays details of the current class, Tutor name, subject and room.
Timer	If a timed lesson is in progress, indicates the time remaining.
Typing	Advises the Student when keyboard monitoring is active.
Instant Messenger	Indicates the current status of Messenger Monitoring.
Printer Management	Shows the current Printer status. Blocked, Paused etc.
Application Monitoring	Indicates to Students the current status of Application Monitoring, Restricted or Unrestricted access. If Restrictions apply, the list of approved applications will be displayed when Students click the Toolbar icon.
Internet Monitoring	Indicates to Students the current status of Internet Monitoring, Restricted or Unrestricted access. If Restrictions apply, the list of approved websites will be displayed when Students click the Toolbar icon.
Chat	Enables the Student to initiate a Chat session.
Help Request	Enables the Student to send a Help Request to the Tutor.

Configuring The Student Workstation

RM Tutor Clients are configured using the RM Tutor Configurator from the RM Tutor Program Group.

The Client Configurator has five options: -

Connectivity

Set the Network transport that the Client will use for communicating with the Control program. It must be the same as that set at the Control.

Security

Set passwords to protect the configuration and prevent unauthorised access to the Client workstation.

Audio

Set the Audio settings for the Client. Both the Client and the Control workstations must have Audio hardware installed in order to use RM Tutor's Audio features.

User Interface

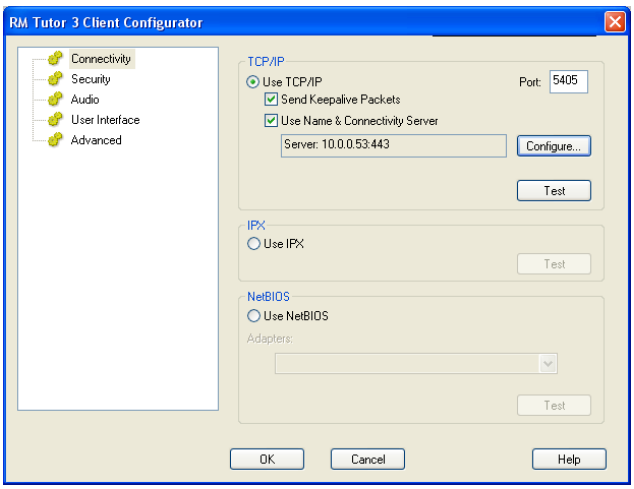
Customise the interface between the Client and Control.

Advanced

Set a personalised Student name and the behaviour of certain remote control features.

Connectivity Settings

The RM Tutor Client supports multiple protocols. This means that you can set it up to respond to RM Tutor Control's whether they are running over TCP/IP, IPX or NetBIOS.



TCP/IP

Use TCP/IP

Check this box if you wish the Client to be able to communicate over TCP/IP.

Press [**TEST**] to check that the protocol is correctly installed on this workstation.

Send Keep alive Packets

Some TCP stacks send Keep Alive Packets. In some circumstances, it may be desirable to disable this. For example on an ISDN line where a TCP/IP client is loaded a symptom may occur where the ISDN line is brought up unintentionally.

Port

The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default-registered port for RM Tutor is 5405.

Use Name & Connectivity Server (Gateway)

Enable this option if you want the Students current IP address to register with a designated 'Name Server/Gateway' on start up. Click Configure and enter the IP address of the Name Server along with the matching security key.

Note If you are using Routers, you must ensure that they are configured to pass through data using this port.

Changing port could interfere with other TCP/IP applications.

IPX

Use IPX

Check this box if you wish the Client to be able to communicate over IPX/SPX.

Press [TEST] to check that the protocol is correctly installed on this workstation.

NetBIOS

Use NetBIOS

Check this box if you wish the Client to be able to communicate over NetBIOS/NetBEUI. If you are using NetBIOS you must also select a NetBIOS Adapter Number.

Press [TEST] to check that the protocol is correctly installed on this workstation.

Set NetBIOS Adapter number

As you can have more than one NetBIOS stack loaded, Windows uses the concept of Adapter numbers. Each stack is allocated an Adapter number by the operating system. So for example, NetBEUI may be allocated Adapter 1, NetBIOS over TCP, Adapter 2 and so on.

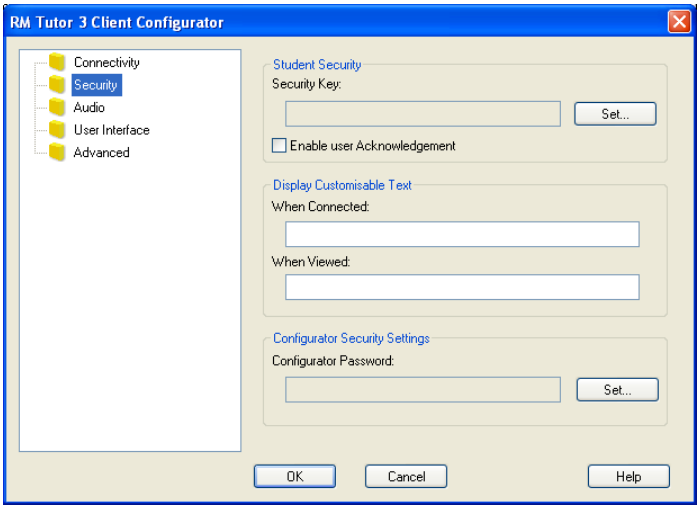
By default the Client uses Adapter number 0. Depending on how your Network is configured this may not be the correct Adapter number for your workstation. To overcome this you must select the required stack from the drop down list.

Note RM Tutor allows you to select multiple NetBIOS Adapters. Make sure only the ones you want are highlighted and therefore selected. If changing the selected adapter make sure that you first de-select the existing or default adapter number.

Under Windows 95, changing your Network settings may also change the NetBIOS adapter number. You may need to re-set the NetBIOS adapter number NSM uses after such a change.

Security Settings

This property sheet is used to set security at the Client.



Student Security

Security Key

This sets a security key that must be the same as that set at the Control, before the Control will be allowed to connect. This setting is optional.

Enable user Acknowledgement

If enabled, a Remote Control session cannot take place until the Client has confirmed that they accept the link being made.

Display Customisable Text

When Connected

The message entered here is displayed at the Client machine when a Control connects to it.

When Viewed

The message entered here is displayed at the Client machine when it is being Viewed by the Control.

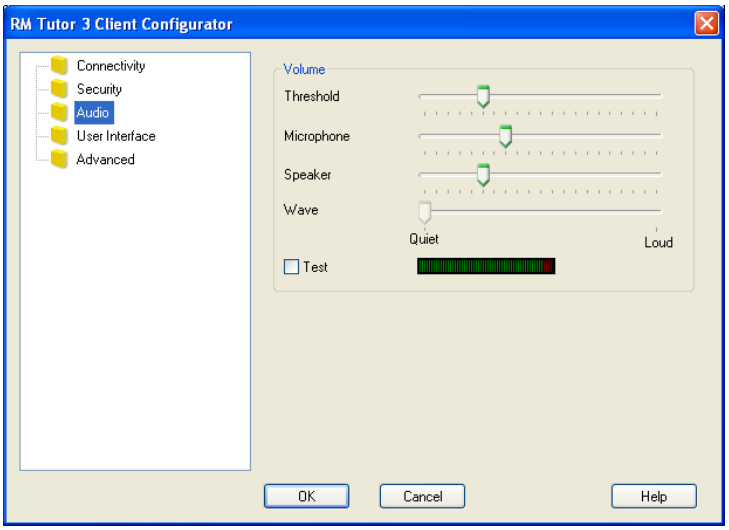
Configurator Security Settings

Configurator Password

As an extra level of security, you can associate a password with a Configuration File. This prevents unauthorised amendment of this Client's configuration. When the Configurator is next started, the user must enter the required password before being able to change any Client parameters in this Configuration file. Choose Set, to set your password.

Audio Settings

Set the Audio settings for the Client. Both the Client and Control workstations must have Audio hardware installed in order to use RM Tutor's audio features.

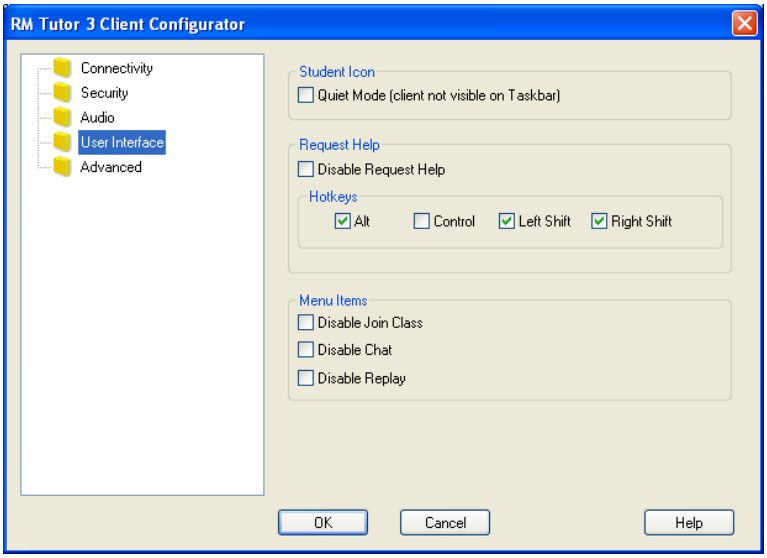


Volume

Threshold	microphone sensitivity
Microphone	volume of microphone
Speaker	volume of speakers
Wave	volume of operating systems sound effects

User Interface Settings

This property sheet is used for customising the interface between the Client and Control.



Student Icon

Quiet Mode

If this box is checked there will be no indication at the Client workstation, that the Client program is loaded. This is useful for preventing Students from manually unloading or otherwise misusing the Client program.

Request Help

Disable Request help

Prevents the Client User from being able to use the request Help Function.

Hotkeys

These are the keys that the User at the Client will need to press to obtain access to the Request help Function. The default is ALT+LeftSHIFT+RightSHIFT. Note that some keyboards do not recognise a three key combination so if you experience problems try changing to a two key combination.

Menu Items

Disable Join Class

Prevents the Client from being able to use the Join Class Function.

Disable Chat

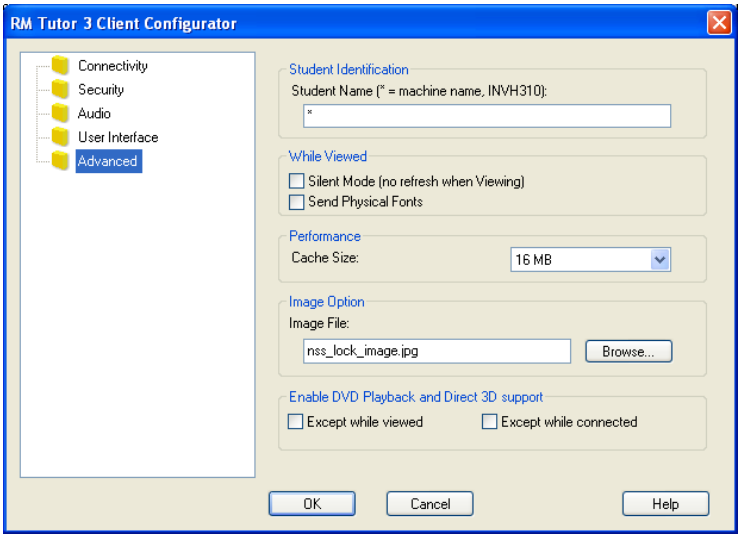
Prevents the Client from being able to use the Chat Function.

Disable Replay

Prevents the Client from being able to open Replay Files.

Advanced Settings

This property sheet enables further personalisation of the Client's configuration. A meaningful Client name can be used rather than the machine name, or you can specify a particular image to load when the Client's keyboard and mouse are locked rather than use RM Tutor's default.



Student Identification

Student Name

This is the name that the Client will be known as on the network for RM Tutor purposes. It must be a unique name of up to 15 characters.

You should try to use a sensible naming convention to help you identify which workstation is which. It is also important to prefix each name in a group of related Clients with the same few characters, as this will be used when the Control connects to establish the workgroup. For example, you might start the name of each workstation in the same room with the prefix CLASS1_. Then configure the Control to connect to all Clients starting with CLASS1_ will avoid Client workstations outside of this room being inadvertently connected and receiving a show.

You can use an asterisk (*) to cause the Client name to default to the MachineName (also known as the Computer name).

Note Although internally the Control connects to Clients by referring to their Clientname, the user at the Control can configure the Control program to display a different name.

While Viewed

Silent Mode

Allows the Control to connect and View a Client without the Clients knowledge. If Silent Mode is not selected the Clients screen and mouse icon will flicker notifying the Client that a connection has been made and their screen is being Viewed.

Send Physical FontsSend_Physical_Fonts_Command

When a Windows Client is sending its screen to a Control, it passes the font information by reference to reduce the volume of data sent.

The Control refers to its own internal font mappings and uses the closest matching that it has to the one being displayed at the Client. In most cases, the same fonts will be available at both the Client and the Control and so what is displayed on the screen will appear identical.

However, there may be occasions when a close match cannot be found. In these cases, it is desirable that the Client sends the Control the full information that it requires to display the data in the same font.

Setting this option forces *TrueType* text to be sent as glyphs (i.e. character shapes), rather than character codes. This guarantees that they will be displayed correctly at the Control.

This will, however, impact on performance, especially on Dial-up lines, and is not usually required.

Performance

Cache size

Screen data that has been recently sent to the Control by the Client is cached to improve performance. A larger cache improves performance, at the expense of using more memory at both the Client and the Control.

Setting this option enables you to tailor the cache size used for maximum performance. The lower of the cache size set at the Client and Control will be used so you must set at both ends for this to be effective.

Image Option

Image file

When a Client's keyboard and mouse have been locked, a default image, nss_lock_image.jpg, appears on their screen. Alternatively you may prefer to specify an image personal to your organisation.

Note If you do not want to display an image, you can disable the option by choosing {View}{Current Settings – User Interface} from the Control Window drop down menu and unchecking **Display image when locking mouse and keyboard**.

Enable DVD Playback and Direct 3D support (Win 2000/XP Only)

On Windows 2000 and XP, RM Tutor uses the Microsoft Mirror Driver to capture screen data for view sessions. However, while hooked into the Mirror Driver it is not possible to play DVD's. Therefore, if you do need the capability to play DVD's, RM Tutor provides options which load and unload the Mirror Driver as required.

Except while Viewed

If checked, DVD support is enabled but will be disabled for the duration of a view session while the Mirror Driver is loaded.

Except while Connected

If checked, DVD support is suspended while a connection to the Client is in place.

Configuring The Tutor Workstation

To configure the RM Tutor Control, choose {School} {Configuration} from the Control Window drop down menu.

The Control Configurator has four options: -

General

This is used for setting the name and description that the Control will be known as on the Network and a password for starting the Control, if required.

Connectivity

This is used for setting the Network transport that the Control will use for communicating with the Client program. It must be the same as that set at the Control.

Startup

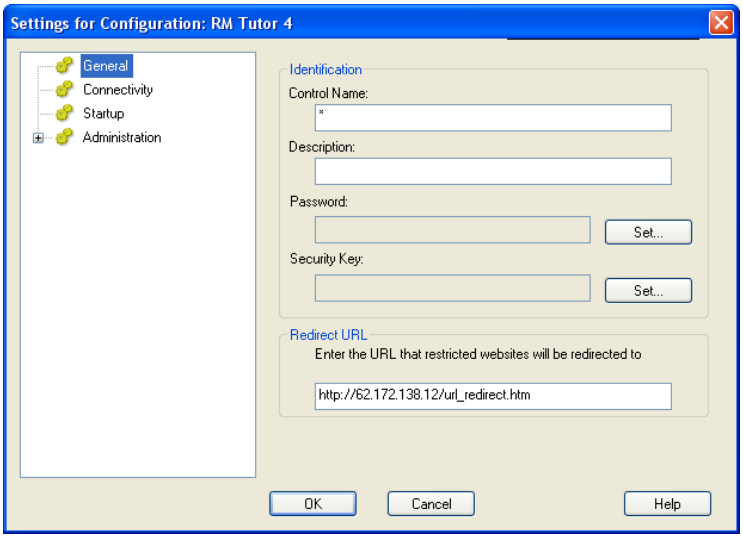
This is used to set the Client machines to connect to at Startup and in what mode.

Administration

Enables you to set an additional password if the Configuration options are to be protected and to create pre-defined Tutor profiles.

General Settings

Use these options to personalise the Control machines configuration and to add security.



Identification

Control Name

This is the name by which the Control will be known on the network. Setting it to an asterisk defaults to the machine or Computer Name.

Description

This is used to provide a description for the Control program itself. This is displayed in the Title bar of the Client program.

Password

Setting a password will mean that the next time the Control program is started the user will be prompted to enter a password. If they do not enter the correct password they will not be able to start the Control.

Security Key

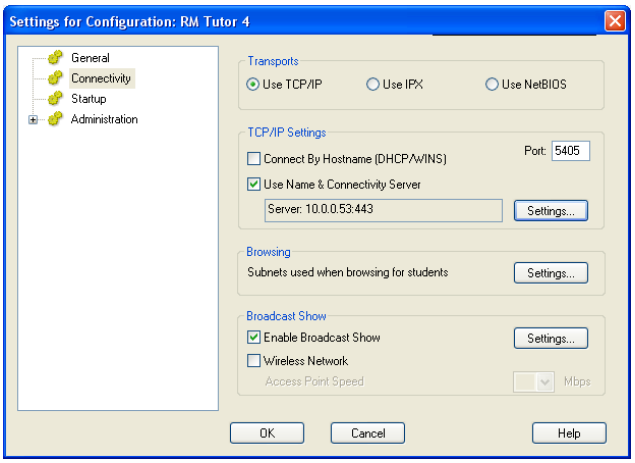
You can set a security key that will ensure that only Controls and Clients with matching keys are able to connect. Setting an asterisk * defaults the security key to be the same as the serial number. Note that this must set at both the Control and the Client.

Redirct URL

Allows you to specify the URL that Students will be redirected to if they try to access restricted websites.

Connectivity Settings

This is primarily used for setting the Network transport that the Control will use for communicating with the Clients. It must be the same as that set at the Clients.



Transports

Use TCP/IP

Check this box if you wish the Client to be able to communicate over TCP/IP.

TCP/IP Settings

Connect by Hostname (DHCP/WINS Networks)

Normally the Control connects to a Client by IP Address, rather than by name. In an environment that uses DHCP (Dynamic Host Configuration Protocol), this may be undesirable as the address may change when the Client workstation is restarted. Checking this option forces the Control to connect by hostname.

Port

The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default registered port for RM Tutor is 5405.

Note If you are using Routers, you must ensure that they are configured to pass through data using this port.

Use Name & Connectivity Server (Gateway)

Enable this option if you want to search for Students whose IP addresses are registered with a defined Name Server/Gateway. The currently configured browse at Start-up option will still apply but rather than perform a UDP browse of the network, the Tutor program will search the Name Server for Students matching the specified criteria. Click Settings and enter the IP address of the Name Server/Gateway along with the matching security key.

Browsing

Subnets used when browsing for students

When you are running on a network with multiple subnets or addresses, you need to configure the Broadcast Addresses for each effective network. When a Browse is performed, the broadcast messages are sent to these addresses.

Broadcast Show

When showing the Control screen to clients, the screen information is sent to each client machine in turn. Enabling Broadcast Show results in the screen information being sent to all machines simultaneously. In some network environments where there is limited network bandwidth available or when showing to larger numbers of machines this will provide significant performance benefits.

Whilst reducing overall network traffic generated by RM Tutor, using this feature will generate additional broadcast packets on your network. It is recommended that you consult your Network administrator before using this feature**.**

Settings

If Broadcast Show is enabled, select this option to set the Broadcast Address. The Broadcast Settings dialog will appear. If multiple Tutor's are attempting to use UDP/Broadcast Show simultaneously on the same subnet it is recommended that each uses a unique Port to avoid conflict.

Use IPX

Check this box if you wish the Client to be able to communicate over IPX.

Record Clients' Network Numbers

When IPX addresses are recorded for a client, the network number is normally set to 0 if the Clients are on the same IPX network as the Control (this prevents subsequent problems when a file server is down). This setting forces network numbers to be recorded and used when establishing a connection.

Use Networks

The Control normally obtains a list of network numbers from the nearest NetWare server or bridge. On some networks, there is no NetWare server to ask or the list generated is unreliable. Enter one or more network numbers to use, which replaces the normal discovery mechanism. The numbers can be in decimal or hexadecimal, and must be separated by commas. Such as "0x1, 0x2, 0x34db1d69". You can also use the Test function to determine these values automatically.

Ignore Networks

This list of network numbers is generated in the same way as for Use Networks except that when browsing, these network numbers are ignored. You can also use the Test function to determine these values automatically.

Test

Press this button to check the IPX network configuration. This determines if the IPX network stack is available and configured correctly. You can also scan the network for network numbers that do and do not respond.

Use NetBIOS

Check this box if you wish the Client to be able to communicate over NetBIOS.

As you can have more than one NetBIOS stack loaded, Windows uses the concept of Adapter numbers . Each stack is allocated an Adapter number by the operating system. So for example, NetBEUI may be allocated Adapter 1, NetBIOS over TCP, Adapter 2 and so on.

By default, RM Tutor uses Adapter number 0. Depending on how your Network is configured this may not be the correct Adapter number for your workstation. To overcome this you must select the required stack from the drop down list.

Whichever Transport Stack or Stacks you select you can test that they are available and correctly configured for RM Tutor by pressing the Test Button next to the Transport.

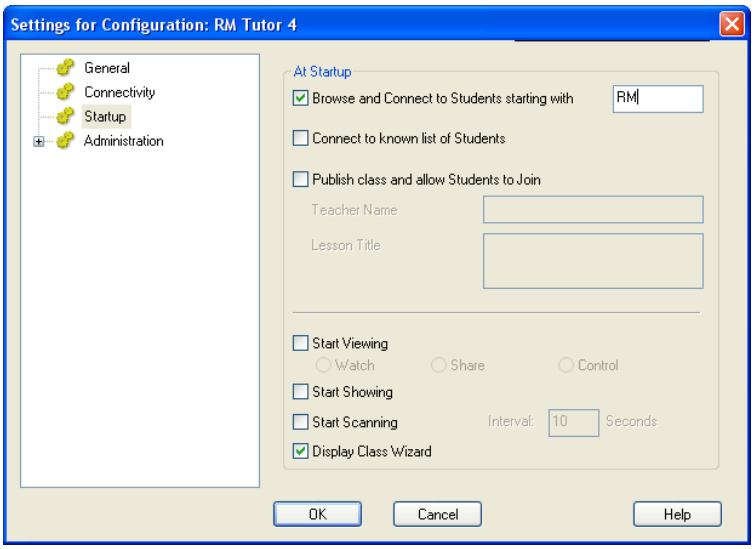
Note RM Tutor allows you to select multiple NetBIOS Adapters. Make sure only the ones you want are highlighted and therefore selected. If changing the selected adapter make sure that you first de-select the existing or default adapter number.

Under Windows 95, changing you Network settings may also change the NetBIOS adapter number. You may need to re-set the NetBIOS adapter number RM Tutor uses after such a change.

Startup Settings

Use these options to pre-determine the machines to connect to when the Control program starts and in what mode.

Note If a 'Name Server/Gateway' has been configured, the Tutor program will use the details registered here rather than perform a browse across the network.



At Startup

Browse and connect to Students starting with

If this box is checked RM Tutor will browse and immediately connect to all Clients starting with the prefix set in the text box. Once found, Clients are stored in the Known Client List.

Connect to Known List of Students

If this box is checked RM Tutor will only connect to Clients in the Known List.

Publish Class and allow Students to join

With the options above, the Tutor dictates which Clients are connected to. Selecting this option, enables you to create a ‘class’ which the Clients (students) themselves can join.

Note Publish Class feature only supported over TCP/IP connections.

I f the expected Clients are not found it may be because RM Tutor has not been configured to browse the required Networks. See *Configuring RM Tutor For Subnet Browsing* for more information.

Start Viewing

If this box is checked, when the Control initialises it will connect to all Clients and immediately start Viewing them.

Start Showing

If this box is checked, when the Control initialises it will connect to all Clients and immediately start Showing the Controls screen to them.

Start Scanning

If this box is checked, when the Control initialises it will connect to all Clients and immediately start Scanning them.

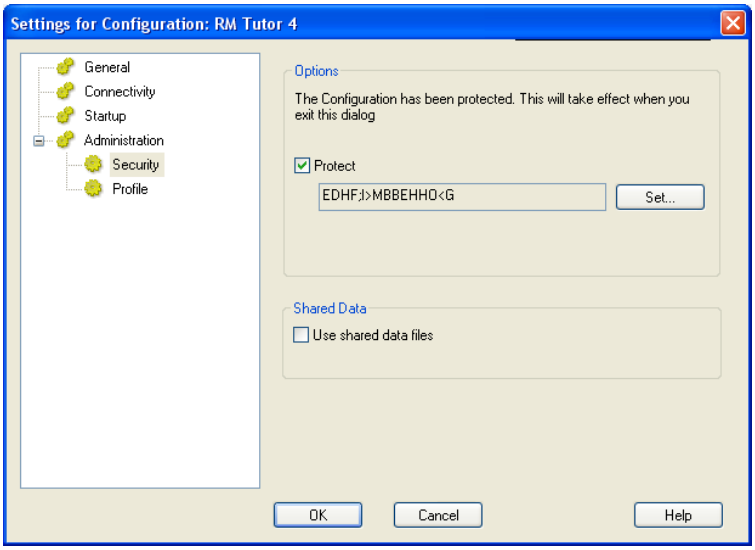
Display Class Wizard

If this box is checked the Class Wizard will appear at startup.

Administration - Security Settings

Options

The Control Configuration can be protected by setting a password. This acts independently of the Control Password if set.



Check the **Protect** box to set the password.

Each time a Control User subsequently wants to make changes to the Configuration, they will be prompted to enter the password.

Shared Data

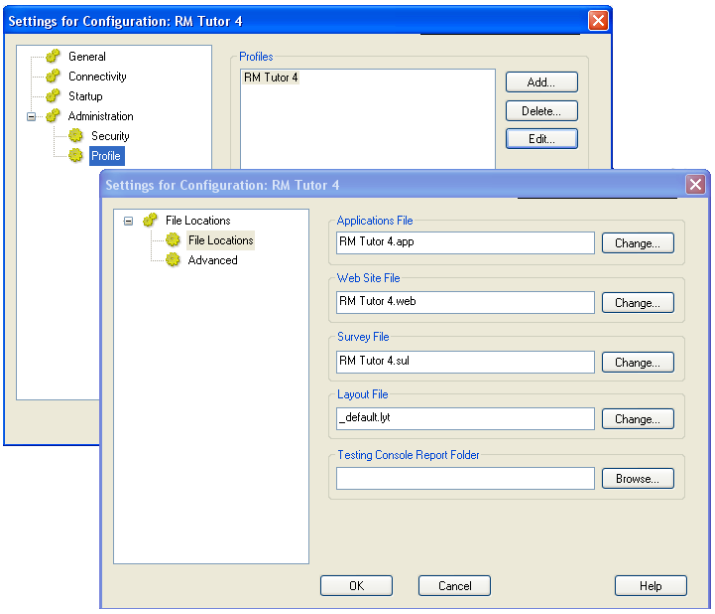
Checking this option allows you to share data files with other users.

By default on a new install this option will be disabled.

By default on an upgrade this option will be enabled.

Administration - Profiles

This property sheet enables you to Add, Edit or Delete Tutor Profiles.



After creating, for example, an approved or restricted list of websites and applications, you can add the files containing this information to a Tutor Profile. On entering the Tutor program, the user simply selects the required profile to load the pre-defined settings. See the Tutor Profiles section of this manual for more information.

- Click **Add** to create a new Tutor Profile.
- To remove a Profile, select the Profile name and click **Delete**.
- To choose the files to include in a new or existing Profile, select the Profile name and click **Edit**.

The following areas of the product can be profiled. Click Change and browse for the appropriate files to include in the Tutor Profile.

File Locations

Applications File

Contains details of approved and restricted application packages. Default file name, RM Tutor 4.app. See Application Control Module for more information about creating pre-defined lists of approved or restricted Applications.

Web Site File

Contains details of approved and restricted web sites. Default file name, RM Tutor 4.web. See Web Control Module for more information about creating pre-defined lists of approved or restricted websites.

Survey File

Identifies the location of stored Student Surveys. Default file name, RM Tutor 4.sul. See Student Surveys for more information.

Layout File

Stores the position of the Client machines as they appear in the Control Window and, if specified, a background image. Default file name, Default.LYT. See Working with Classroom Layouts for more information.

Testing Console Report Folder

Specify a location for storing test results. If left blank the reports will default to your N: drive in the Tutor Reports folder.

Advanced

Pre-defined Client and Group Lists can also be included in a Tutor Profile but these aren't enabled by default. Before deciding to apply these to a Profile consider the current method of browsing for Students on startup as you may not want to override this.

Client File

Contains a list of Known Client machines that the Tutor program attempts to connect to when loading. Default file name, CLIENT.NSS. See Known List of Students for more information.

Group File

Contains the details of any Client Groups that have been created. Default file name, GROUP.NSS. See Working with Groups for more information.

Use shared data files

Checking this option allows you to share data with other users.

Testing Module

RM Tutor's Testing Module is a powerful utility that enables Tutor's to design tests and examinations with the minimum of effort. Incorporating an intuitive Test Designer allowing a Tutor to set customised tests including text, picture, audio and video questions, once the specified Students have completed the test in the pre-set time, the results are automatically collated, marked and made available to the Tutor.

The following components are available within the Testing Module:

The Test Designer

Launched from the RM Tutor program group, the Test Designer is used to create questions and tests.

The Testing Console

Run from within the Tutor program, the Testing Console is used to launch the required test at selected Student workstations, monitor progress and collate results.

The Test Player

This component runs the test at the Student workstation, it loads automatically when the Tutor launches a test.

The Test Designer

The RM Tutor Test Designer is the primary interface for:-

- Creating questions.
- Creating tests/examinations.
- Maintaining stored questions and tests.
- Providing user access to the designer.

Note Selecting participants, running the test at student machines and recording the results of tests is managed within the Tutor program. See **Testing Console** for more information.

▶ **Starting the Test Designer**

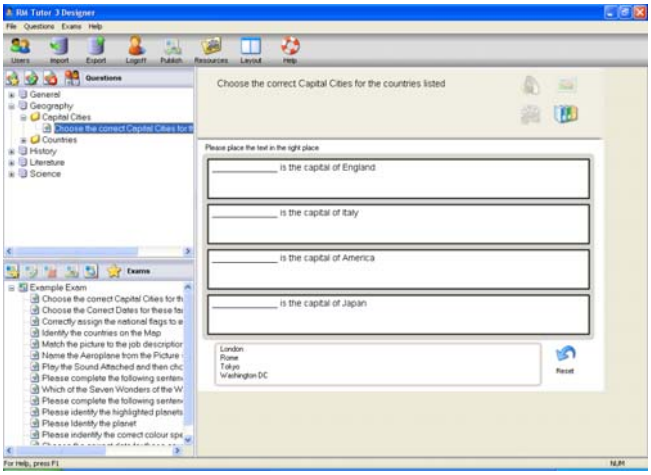
1. Choose {Start}{Programs}{RM Tutor}{RM Tutor Test Designer}.

2. The Test Designer logon screen will appear. Enter your User Name and Password.

Note RM Tutor provides a default Administrator logon for use the first time you access the Designer (User Name **admin**, Password **admin**) but you can add additional users.

The Test Designer User Interface

The Designer comprises two modes of operation, Questions and Exams. You navigate the two interfaces using the drop down menus or the icons displayed above each tree view. Stored Questions grouped by Subject are shown in the top pane and Exams at the bottom. The right-hand pane shows a preview of the currently selected Question or Exam.



The main toolbar provides shortcuts to a number of general tasks such as creating user accounts, importing and exporting data and managing question resources. The *Layout* toolbar icon enables you to customise the Designer Interface should you wish to work in either Question or Exam mode. Select *Normal Layout* to return to the default interface.

The Questions Interface

You can create questions in a variety of formats and these can be enhanced by the use of imported pictures, videos and sound clips.

The four icons available in Question Mode enable you to:

- Create Questions
- Edit a selected item
- Delete a selected question
- Change the way questions are arranged in the Tree. This can be by Author, Question Type, Subject or Level of Difficulty.

Subjects and *Topics* can be added to the Tree at any time or, if you are not sure which subject groups your questions will belong to, you can add them when creating a question.

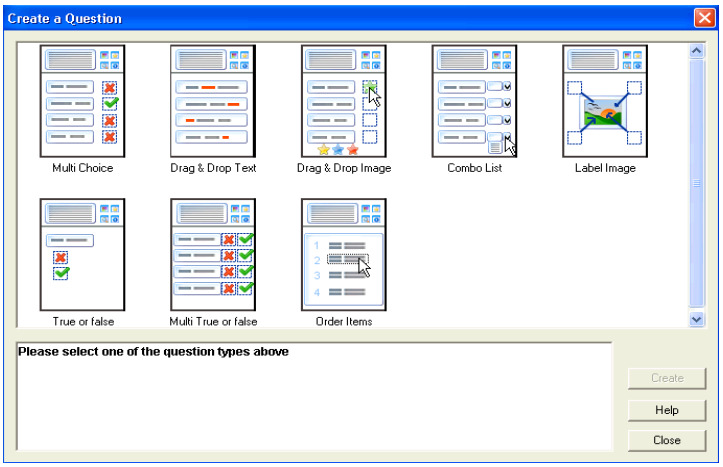
- To add Subjects directly to the tree, select {Questions}{New Subject} from the drop down menu or right-click in the Questions Window and select *New Subject*.

- Multiple Topics can then be added beneath a Subject by right-clicking on the Subject name and selecting *New Topic* or choosing {Questions}{New Topic} from the drop down menu.

Create Questions

A choice of eight question styles are available, each with a Question Wizard which steps you through the required process.

- To create a question, choose {Questions}{Create Question} from the drop down menu, click the *Create New Question* icon or right-click on a question and select *Create Question*.



Select the required Question Type and click Create.

Note Questions can also be created in the Exam Editor at the time you compile a test.

The eight question types are:

Multi Choice

The Student is required to pick the correct answer from a list of four possible options.

Drag and Drop Text

Students must try to complete a statement by adding a word or phrase from the alternatives provided.

Drag and Drop Image

Students must match an image with the appropriate statement.

Combo List

Students are presented with four questions and need to select the correct answer from a drop down list. You can insert additional 'decoy' answers into the list.

Label Image

You provide students with a picture that has various areas marked. The student needs to label each area correctly.

True or False

The Students are provided with a statement and they must decide whether this is true or false.

Multi True or False

Students are presented with four statements and must decide whether they are true or false.

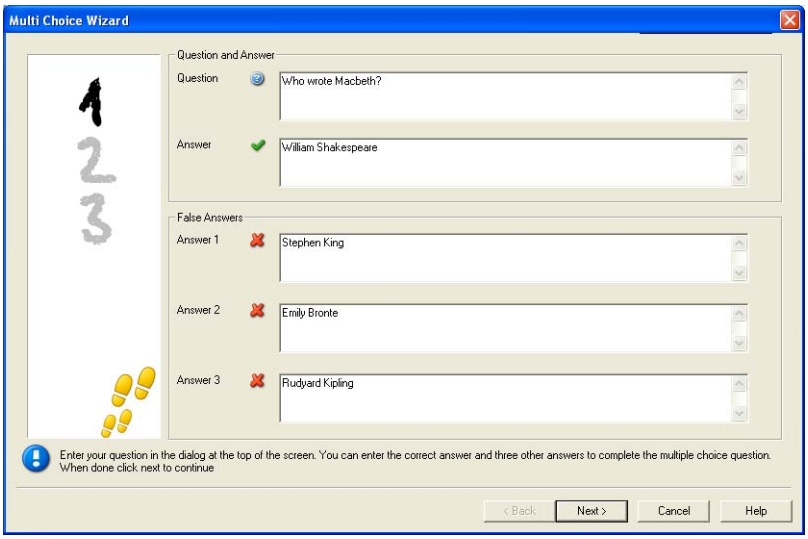
Order Items

The Students are required to place the four answers to the question in the correct order.

Multi Choice

Students select the correct answer from a list of four possibilities.

The first stage, of three, is to set the question followed by the correct answer and three false answers. When the question is run at Student machines, the four answers are randomly arranged.

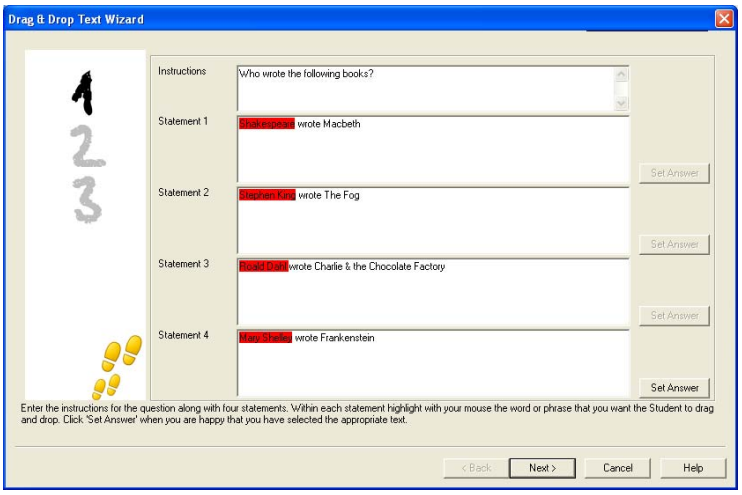


Once you have completed part one of the wizard, click Next.

Drag and Drop Text

The Student is presented with four partially completed statements. They must complete the statement by dragging and dropping the appropriate word or phrase from a list.

The first stage, of three, is to enter the instructions for the question along with the four statements. Within each statement, highlight with your mouse the word or phrase that you will want the Students to drag and drop, clicking '**Set Answer**' when you are happy that you have selected the appropriate text. When the question is run at Student machines, the four highlighted items are removed from the statements and randomly arranged.


Drag & Drop Text Wizard
Instructions
Who wrote the following books?
Statement 1
Shakespeare wrote Macbeth
Statement 2
Stephen King wrote The Fog
Statement 3
Roald Dahl wrote Charlie & the Chocolate Factory
Statement 4
Mary Shelley wrote Frankenstein
Set Answer
Enter the instructions for the question along with four statements. Within each statement highlight with your mouse the word or phrase that you want the Student to drag and drop. Click 'Set Answer' when you are happy that you have selected the appropriate text.
< Back
Next >
Cancel
Help

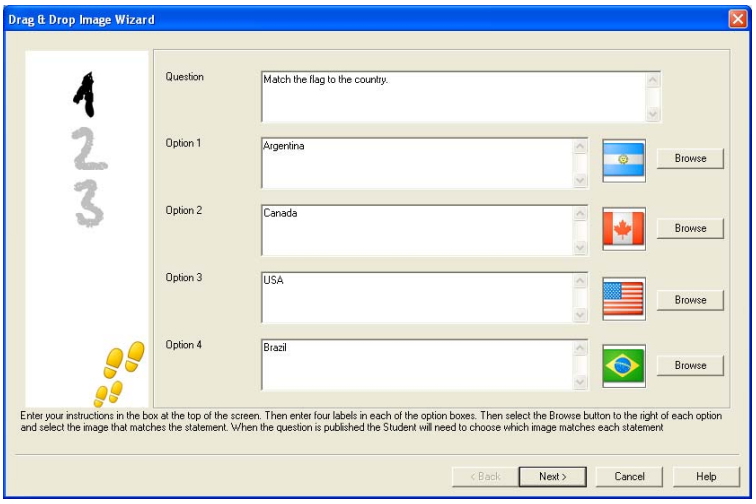
Once you have completed part one of the wizard, click Next.

Drag and Drop Image

The Student is presented with four statements or questions, and a selection of images. They must match the image with the correct statement.

The first stage, of three, is to enter the instructions along with the four statements or phrases. Alongside each statement you add the appropriate image. Click Browse to search for the images. The list of pictures currently stored in the Images database will appear. Either select an existing image or Import a new one. Click Use to apply the image to the question.

When the question is run at Student machines, the four pictures are randomly arranged at the bottom of the screen and the Students Drag and Drop the images next to the appropriate statement.

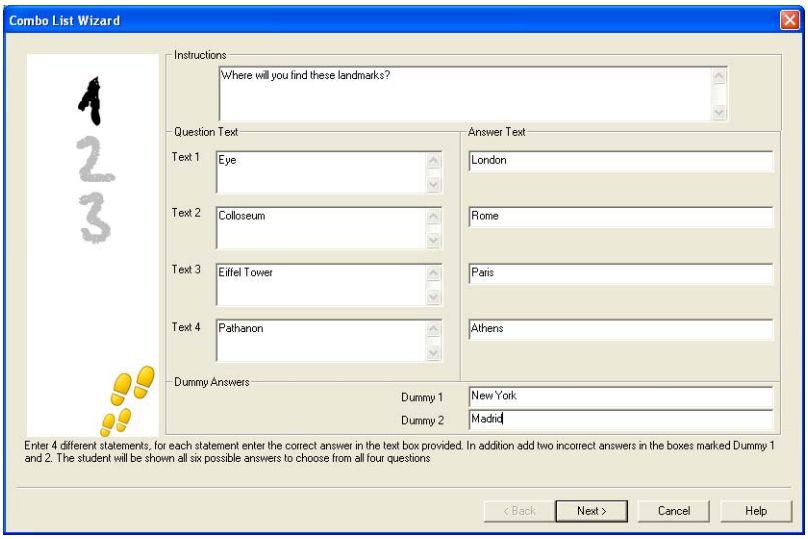

Drag & Drop Image Wizard
Question
Match the flag to the country.
Option 1
Argentina
Browse
Option 2
Canada
Browse
Option 3
USA
Browse
Option 4
Brazil
Browse
Enter your instructions in the box at the top of the screen. Then enter four labels in each of the option boxes. Then select the Browse button to the right of each option and select the image that matches the statement. When the question is published the Student will need to choose which image matches each statement
< Back
Next >
Cancel
Help

Once you have completed part one of the wizard, click Next.

Combo List

The Student is presented with four statements, alongside each statement is a drop down list containing a choice of possible answers. They must select the correct answer from the list.

The first stage, of three, is to enter the instructions along with the four statements or phrases. Alongside each statement enter the correct answer text. You can then add two further 'dummy' answers, meaning that when the question is run at Student machines, for each of the four statements there is a choice of six possible answers in the drop down list.

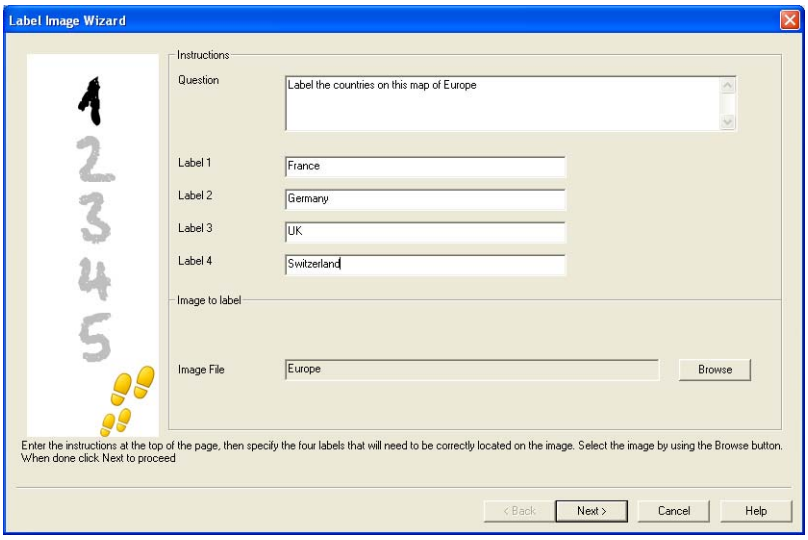


Once you have completed part one of the wizard, click Next.

Label Image

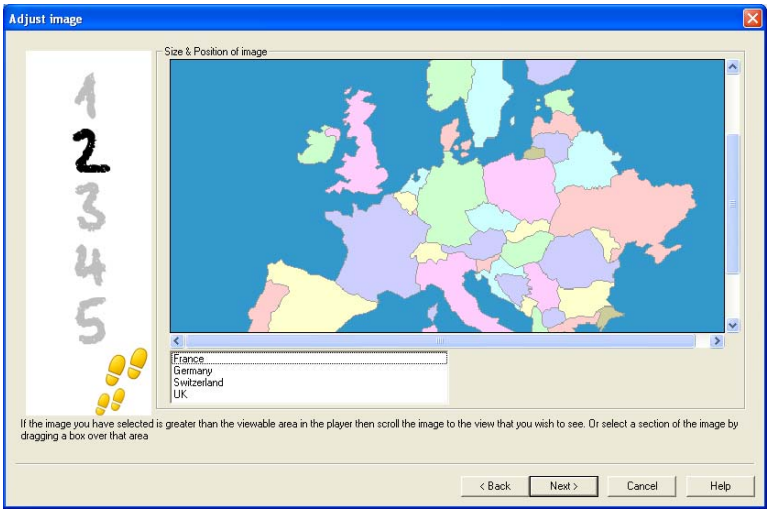
Students are presented with a picture that has four areas marked, each with an adjacent 'blank' text box. At the bottom of their screen will be four text labels which they must drag and drop into the correct text box.

The first stage, of five, is to enter the question along with the four text labels. You then select the image that the Students will need to label. Click Browse to search for the images. The list of pictures currently stored in the Images database will appear. Either select an existing image or Import a new one. Click Use to apply the image to the question.



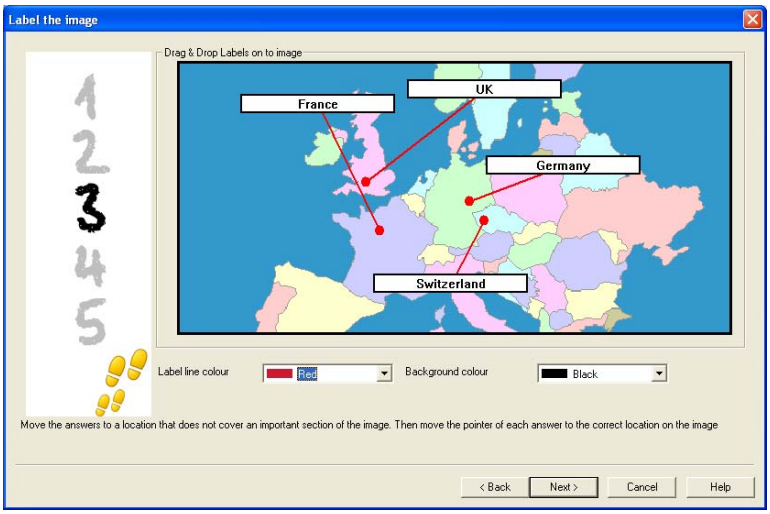
Once you have completed part one of the wizard, click Next.

If the image you have chosen for the Label Image question is too large for the viewable area you can resize it.


Adjust image
Size & Position of image
France
Germany
Switzerland
UK
If the image you have selected is greater than the viewable area in the player then scroll the image to the view that you wish to see. Or select a section of the image by dragging a box over that area
< Back
Next >
Cancel
Help

Use the scroll-bars to position the image within the viewable area. To select the required section, use your mouse to draw around the area you require. When ready, hit Enter or click Next to continue.

Use this preview window to position the answers on the image, select the type of arrow you wish to use and choose an appropriate colour scheme for the ‘pointer’ lines and background.


Label the image
Drag & Drop Labels on to image
France
UK
Germany
Switzerland
Label line colour
Red
Background colour
Black
Move the answers to a location that does not cover an important section of the image. Then move the pointer of each answer to the correct location on the image
< Back
Next >
Cancel
Help

1. Drag the end of each ‘pointer’ to the correct region of the image.

2. Drag the associated text box to an appropriate area.

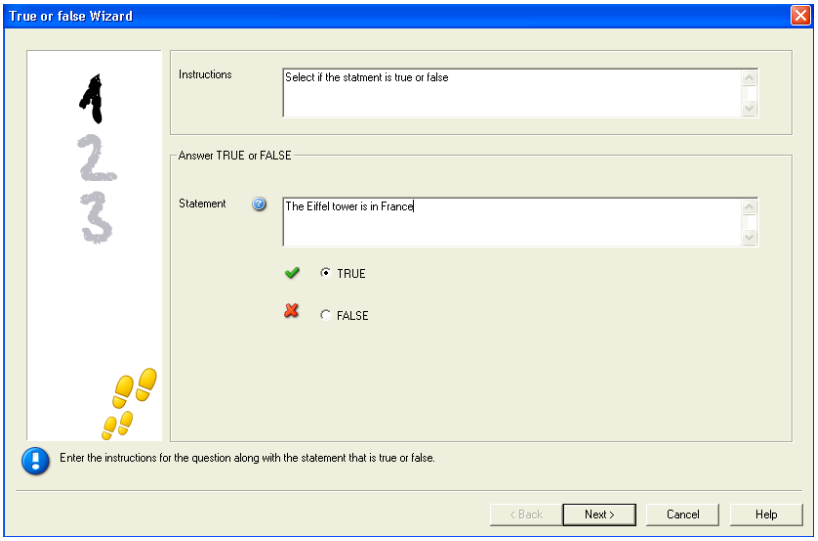
3. Select the pointer style you wish to use and choose a colour for the pointers and background.

4. Click Next when ready.

True or False

Students are provided with a statement and they must decide whether it is true or false.

The first stage of three is to provide instructions for the question, then enter the statement you want the students to answer and specify whether the statement is true or false.

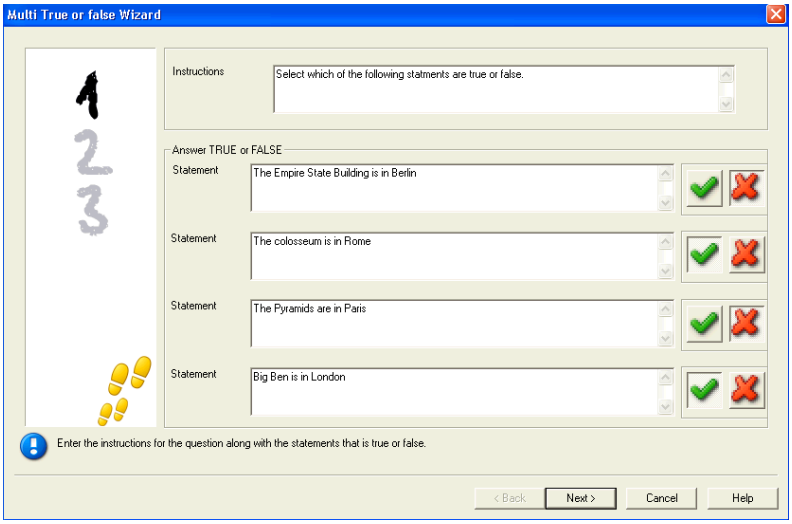


Once you have completed part one of the wizard, click Next.

Multi True or False

Students are provided with four statements and they must decide whether they are true or false.

The first stage of three is to enter instructions for the questions along with four statements. Alongside each of the statements choose whether they are true or false, by selecting the appropriate button.

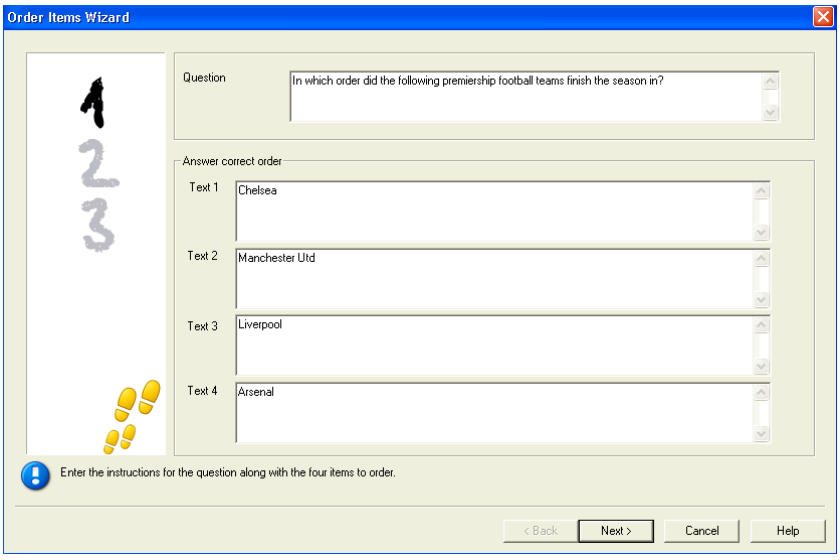

Multi True or false Wizard
Instructions
Select which of the following statments are true or false.
Answer TRUE or FALSE
Statement
The Empire State Building is in Berlin
Statement
The colosseum is in Rome
Statement
The Pyramids are in Paris
Statement
Big Ben is in London
Enter the instructions for the question along with the statements that is true or false.
< Back
Next >
Cancel
Help

Once you have completed part one of the wizard, click Next.

Order Items

Students are required to correctly place in order the four answers to the question.

The first stage of three is to set the question, with the four answers in the correct order. When the question is run at the Student machines, the four answers will be randomly arranged and the Students will drag and drop each item to the correct place.



Once you have completed part one of the wizard, click Next.

Adding additional resources to questions

The Resources Database

Imagery in the form of pictures, videos and sound clips are often an integral part of any question you create. Question types such as Label Image and Drag and Drop Image are graphical by nature but any question type can have an additional supporting resource included. The Designer provides an 'Observation' mode which, if enabled, forces Students to view or listen to a resource before they can answer the question.

Before you can attach a resource to a question it must first be added to the programs internal Resources database. By default this is stored in \\program files\rm tutor\resources but the location can be modified by selecting {File}{Options} from the drop down menu.

▶ To populate the database, click the *Resources* icon on the Designers main toolbar or select {File}{Resources} from the drop down menu. The Resource List will appear. A range of toolbar options are available, enabling you to import and manage items. Prior to importing a new resource click the *Filter* icon and select the relevant category, Audio, Image or Video. This ensures that each resource type is stored in the appropriate folder within the database.

Click the *Import a Resource* icon and browse for the required file. Alternatively, you can simply drag and drop the file directly into the list from its location using Windows explorer.

At the stage where you add your resources to a question, if the required file isn't already in the database you can import it at that time.

▶ **Adding Resources To A Question**

Each Question Wizard will prompt you to add Resources at the appropriate stage.

1. Decide which resource type is appropriate, image, sound or video and click Browse. The resources list for the selected type will appear.

2. If the required file has already been imported into the database highlight it in the list and click Use. You can Preview the files before selecting them.

   or

   To add a new item to the list, click Import and browse for the file. When you have selected the file, you can preview it to ensure it is the correct one. It is also important that you include a suitable description for the item, as this will appear in the Resources list rather than the file name. Once added to the list, click Use to add the item to the question.

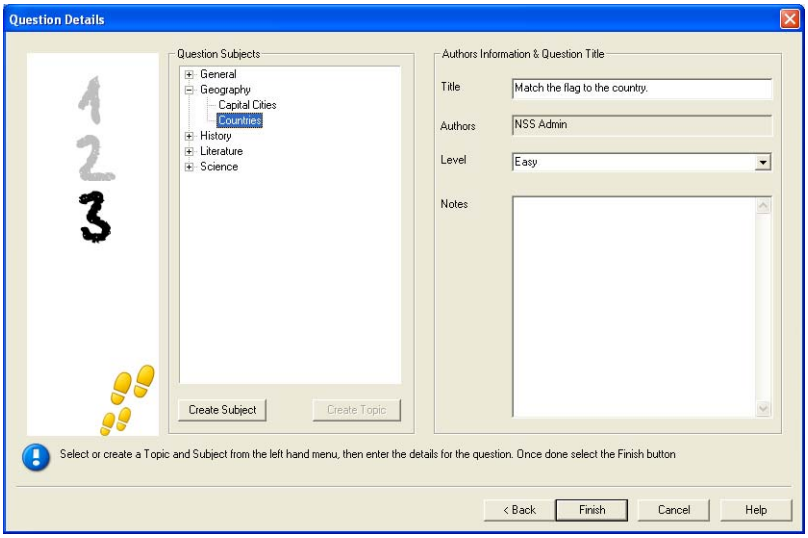
3. Click Next.

Observation mode

Selecting this option allows you to force the Students to view a resource file before the question appears, they will not be able to view the resource in the question. When the exam is run at the Student machines they will be advised that the question media will only be shown once. If this option is selected you will not be able to continue until a resource has been added to the question.

Question Details

The Question Details dialog completes the Create Question process. Decide where to store the question and whether to add any additional author notes.



Stored questions are maintained in an internal database, school.mdb, within the RM Tutor program folder. The Questions interface Window displays stored questions in a tree view. You are able to customise this to your own requirements by creating subjects and topics within each subject.

The Question Details dialog also displays the Tree View and you can choose whether to add a question to an existing Subject/Topic or to create a new area. Supporting text can also be added.

▶ To Add New Subjects and Topics While Creating A Question

1. Select Create Subject and enter an appropriate name. Click OK. The Subject will be added to the Tree View.

2. Within the Subject, create a Topic. Select Create Topic and enter a name. Click OK.

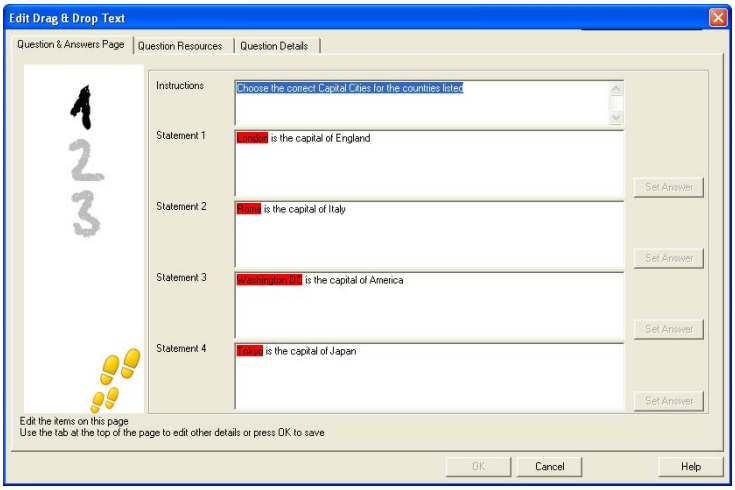
3. Author's information can now be added. If required, edit the description and add any additional supporting text. You can also assign a Level to each question to indicate the level of difficulty.

4. Click Finish to store the question and return to the Create a Question dialog. Either select another question type or click Close to return to the Questions interface Window.

Edit Questions

- To edit a stored question, highlight it in the Tree and choose {Questions}{Edit Question} from the drop down menu, click the *Edit The Selected Item* icon or right-click on the question and select *Edit*.

Change the required details by selecting the appropriate tab on the Edit Question dialog and click Ok when complete.


Edit Drag & Drop Text
Question & Answers Page
Question Resources
Question Details
Instructions
Choose the correct Capital Cities for the countries listed
Statement 1
London is the capital of England
Statement 2
Rome is the capital of Italy
Statement 3
Washington DC is the capital of America
Statement 4
Tokyo is the capital of Japan
Set Answer
Edit the items on this page
Use the tab at the top of the page to edit other details or press OK to save
OK
Cancel
Help

Delete questions, Subjects and Topics

A Question can only be deleted if it does not appear in an exam. A Subject or Topic can be removed if there are no items beneath it in the Tree, the currently selected Sort View determining the extent of the deletion.

- Select the item in the Tree and choose {Questions}{Delete Item} from the drop down menu, click the *Delete Selected Item* icon or right-click and select *Delete*.

- You can rename a Subject or Topic by right-clicking on the required item and selecting Rename or clicking the *Edit Selected Item* icon.

When deleting a Subject or Topic the program will check to see if there are items beneath it in the Tree and, depending on the current Sort View, if the item appears anywhere else in the Tree.

When sorted by Subject Type, there will only be one occurrence of the item. Therefore, a Topic will be removed if it does not contain any questions and a Subject if it does not contain any Topics. However, when sorted by Question Type, for example, there may be multiple occurrences of the same Subject and Topic in the Tree. If you delete the only occurrence of a Geography question in the Multi-Choice category, that Topic or Subject will be removed from Multi-Choice but not from any other category that Geography appears in.

The Exam Interface

Having created a library of questions you can then add them to an exam. Your own Grading and Scoring schemes can be applied and Exams can be centrally 'published' for shared use with other teachers.

The icons available in Exam Mode enable you to:

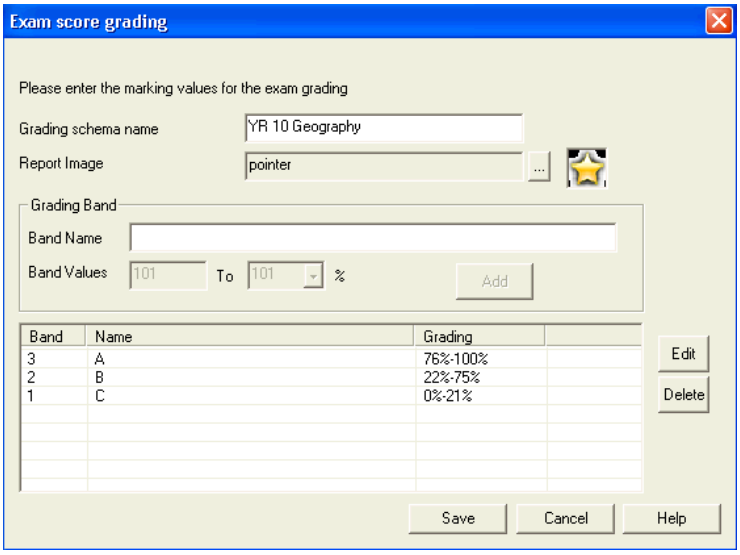
- Create Exams
- Edit the content of an exam
- Delete an Exam
- Publish an Exam. Before an exam can be run at Student PCs it needs to be Published. This also enables you to store completed exams in a shared area for general use.
- Preview an Exam. Enables you to step through the questions as the Students will see them
- Edit Exam Grades. Apply your own Grading scheme to exams.

Exam Grades

Upon completion of an exam, teachers are provided with a detailed breakdown of results. You can further enhance this report by categorising the students within specific bands.

The Exam Grades need to be set up before you start creating an exam.

▶ Select {Exams}{Exam Grades} from the Designers drop down menu or click the *Exam Grades* icon.



Enter a name for the Grading Schema and add a Report Image. This provides a pictorial indicator of how well the Student has done. For example, a Student scoring 20% might have one star appearing next to their grade, someone scoring 80%, four stars. The image, restricted to 32x32 pixels, must be imported into the Resources database. A default, *reportgrade*, is provided but you can create and import your own customised images if required.

Give each Grading Band a description and attach the appropriate % mark. Click *Add* to insert each Band into the list. When all Bands have been added click *Save*. Use the *Edit* or *Delete* buttons to change any of the items in the list.

You can view the grades each Student has achieved in the Test Reports Window.

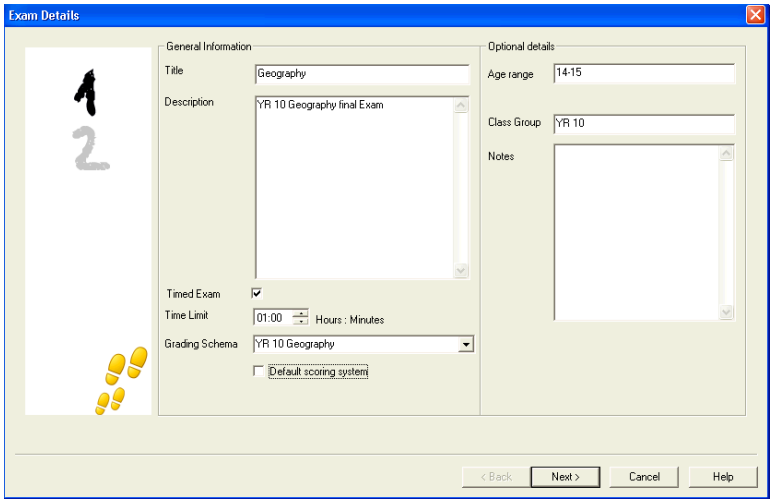
Create Exam

Having created a suitable mix of questions in the Questions interface, adding those questions to an exam is a quick and easy process.

The Exam Wizard guides you through the process of selecting the required questions, setting a time limit for the exam, using your own grading system and including supporting information. New questions can also be created during this process.

▶ To create an Exam

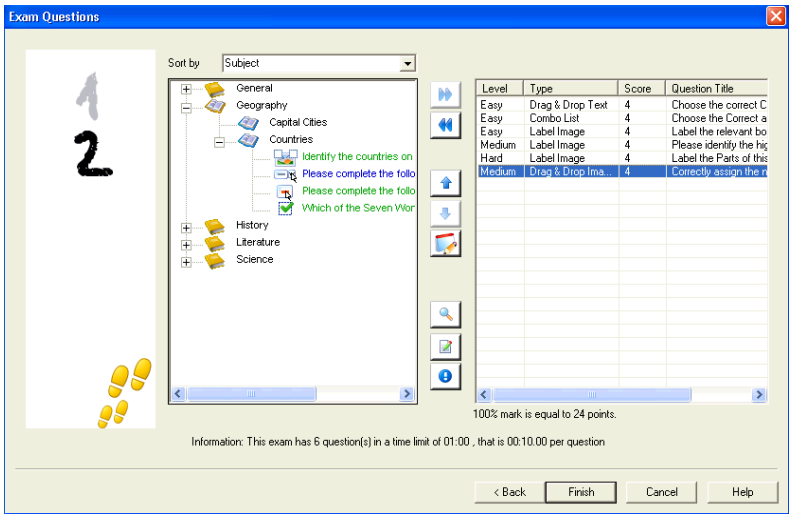
1. Choose {Exams}{Create Exam} from the Designers drop down menu or click the *Create New Exam* icon.



2. The first stage is to enter general supporting information about the exam. Choose whether to have the exam timed, if so set the time limit, hh:mm. You can use your own grading system by selecting from the Grading Schema drop down. Decide whether to use the default scoring system (you can assign your own scores to questions in stage two). You can then add some optional information such as the age range or class group that the exam is aimed at. Click Next when ready.

Note If you wish to use a Grading Schema you must first create one in the Exam Grades dialog. See Exam Grades for more information.

3. Stage two is to select the questions for the exam. Expand the tree in the left-hand pane of the window and highlight the required question, click the Add Question button. The tree view can be sorted by Author, Level, Question Type and Subject. Repeat this process until all questions are selected.



4. Selected questions appear in the right-hand pane of the window. From here you can use the buttons to remove a question from the exam, sort the questions into the required order, preview the question, assign a new score to the question or even create a new question.

5. Click Finish to store the exam in the Exam Editor Window tree view.

Once created, you can use the Exam Editor menu or toolbar options to edit or delete exams, preview exams and publish the exam.

Note Although the newly created exam appears in the Exam Editor tree view, it cannot be run at Student workstations until it has been 'published'. This bundles the various elements of the exam, questions, pictures, videos etc, into a single ZIP file which is then made available in the Testing Console.

Question Score

Questions are created with a default score, the Question Score dialog allows you to allocate your own score to individual questions.

1. In the Exam Wizard, select the question you wish to amend the score for and click on the Question Score icon.

Note You must ensure that the Default Scoring System option is un-checked.

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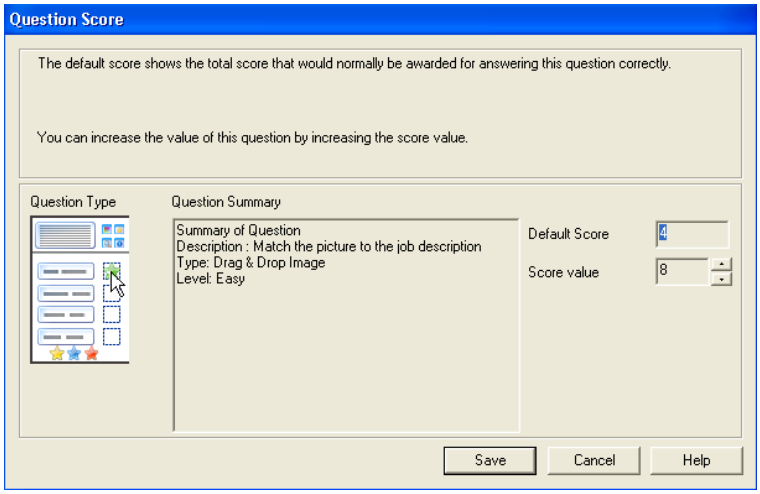
2. The Question Score dialog will appear showing details of the question and the score that would normally be awarded for the question.


Question Score
The default score shows the total score that would normally be awarded for answering this question correctly.
You can increase the value of this question by increasing the score value.
Question Type
Question Summary
Summary of Question
Description : Match the picture to the job description
Type: Drag & Drop Image
Level: Easy
Default Score
4
Score value
8
Save
Cancel
Help

3. Increase the score by using the appropriate buttons.

Note Questions with multiple answers can only be incremented by a corresponding number.

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4. When you have finished click Save to exit.

Preview Exam

You can preview an exam at any time in order to simulate what the Students will see. This is a useful way of checking each question and viewing the resources, pictures, video's etc, that may have been included. Although the exam runs exactly how it would at the Student workstations, the preview facility does not return any results.

▶ **To preview an Exam**

1. Select the exam in the Tree View.

2. Choose {Exams}{Preview Exam} from the Designers drop down menu, click the *Preview Exam* icon or right-click on the exam name and select Preview.

3. Use the buttons at the bottom of the window to move between questions and end the preview. You can also click each question number on the left hand side of the window to view each one.

Note Individual questions can also be previewed in this mode. Expand the tree beneath an exam to reveal the questions, highlight the appropriate item and click Preview.

Edit Exam

1. Select the exam in the Tree View.
2. Choose {Exams}{Edit Exam} from the Designers drop down menu, click the *Edit Exam* icon or right-click on the exam name and select Edit.
3. The Exam Wizard will appear.
4. Select the Exam Details or Exam Question tab and edit the required items.
5. Click OK.

Delete Exam

Although this procedure removes the exam from the Exam Editor Window, it does not delete the Zip file that is created when an exam is published. The exam will therefore still be available to run at Student workstations.

To delete an Exam

1. Select the exam in the Tree View.
2. Choose {Exams}{Delete Exam} from the Designers drop down menu, click the *Delete Exam* icon or right-click on the exam name and select Delete.
3. Confirm that you want to delete the exam.

Publish Exam

Before an exam can be run at Student PCs it must be 'published'. This procedure bundles the various elements of the exam, questions, resources etc, into a ZIP file that can be stored in either the default Program Files Tests Folder or in a shared network area of your choosing. The latter having the added benefit of enabling other Teachers to access the exam.

Once published, the test can be selected in the Testing Console.

To publish an Exam

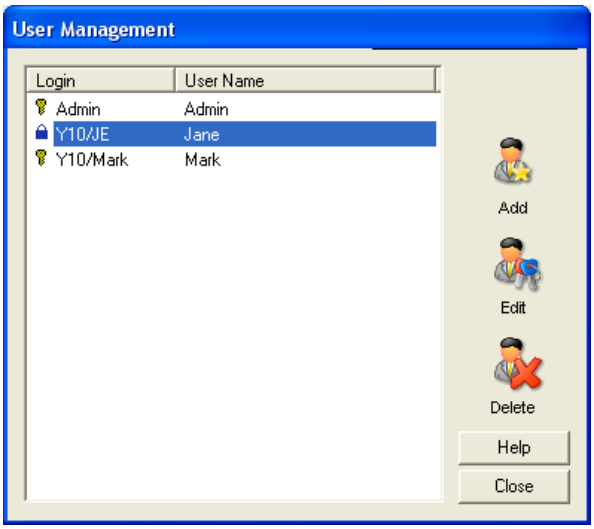
1. Select the newly created exam in the Tree View.
2. Choose {Exams}{Publish Exam} from the Designers drop down menu, click the *Publish Exam* icon or right-click on the exam name and select Publish.
3. A window will appear confirming the exam properties. Click Publish.

4. The Save As dialog will appear. Give the exam a suitable name, this is the name that will appear in the Testing Console when selecting an exam to run. Click Save to create the Zip file.

Setting Up User Accounts

Multiple Test Designer user accounts can be created in addition to the default Admin logon (User Name: **admin**, Password: **admin)**.

▶ Choose {File}{Users} from the Designers drop down menu or click the *Users* icon on the main toolbar. The User Management dialog will appear from where you can Add, Edit or Delete Users.

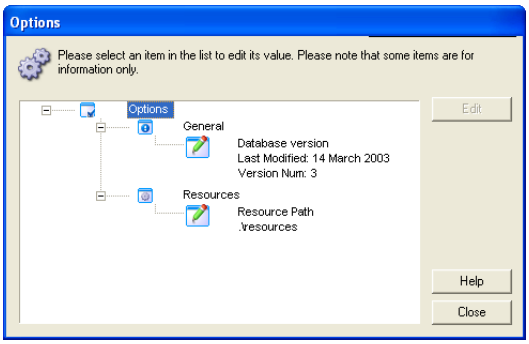


Click *Add* and enter a User Name, generally the person's full name, along with a Login Name and Password. Decide whether to assign Admin Rights. This gives the user access to all features within the Designer along with the ability to edit/delete questions and exams created by other users. Non-admin users can only create exams.

Admin - Options

Questions, exams etc are stored in an internal database supplied with RM Tutor. This dialog provides version information about the Database. You also have an option to edit the path where imported resources (images, video, sound clips) are stored.

Expanding the tree reveals two options:



General

Tracks the version number of the database, school.mdb, that is currently in use. RM Tutor may on occasions supply updates to the internal database and this dialog indicates which version is currently in use.

Resources

By default, imported resources such as images, video files and sound clips, are stored in the Resources area within the RM Tutor program folder. This option enables you to edit the path if required.

Import/Export Data

The Test Designer provides an Import/Export facility enabling you to store external backups of data or make information available to other users. Exported files can be password protected for security. You have the choice of exporting all items in the database or just the exams, questions or resources.

The Import/Export options can be accessed from either the Question or Exam Editor Windows.

▶ **Exporting data**

1. Choose {File}{Export} from the Designers drop down menu or click the *Export* icon on the main toolbar.

2. The Export Database dialog will appear. Select the category of information to be exported and Click Export.

3. The Export Wizard will appear. Specify the location for the exported data and provide a filename. By default, files are prefixed with the current date but you may prefer to enter a custom name. If required, password protect the file, add any additional notes and click Next when ready to proceed.

4. Depending on the category selected, (Exams, Questions, Resources etc) the Wizard will now prompt you to choose, from a tree view, the specific items to be exported. Select each item in turn and click the Add Item To Export List button. When the Export List is complete, click Next.

5. The Wizard will confirm the items to be exported. Any resources associated with exams or questions are included. Check the details and if required click Back to change the information.

6. Click Finish to begin exporting.

7. A progress dialog will appear. Click Close when complete.

Note Exported data is not removed from the Designer.

▶ **Importing data**

1. Choose {File}{Import} from the Designers drop down menu or click the *Import* icon on the main toolbar.

2. The Import Database dialog will appear. Browse for the required Export file and click Open.

3. Click Import DB to start importing. If the file has been protected you will be prompted for the password.

4. A progress dialog will appear. Click Close when complete.

Note To refresh the Interface with the imported data logout of the Designer.

The Testing Console

Having used the Test Designer to create questions and exams, you use the Testing Console option in the Tutor program to run the exam at Student workstations and monitor results.

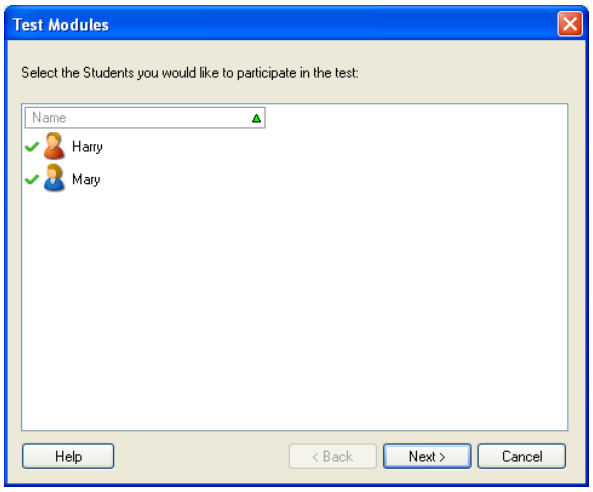
Running an Exam

1. Select {School}{Testing Console} from the Control Window drop down menu.

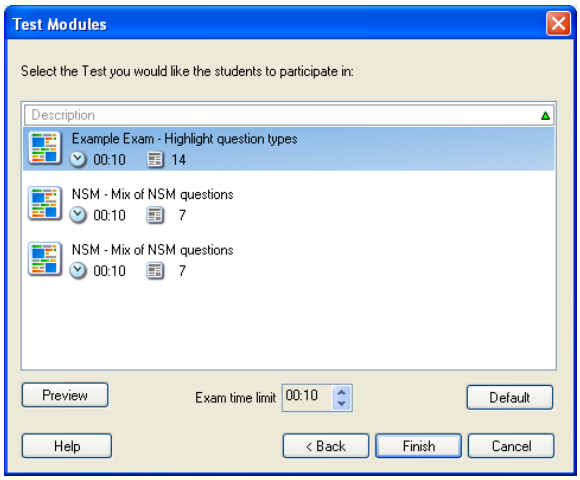
   or

   Click the 'Testing Console' icon on the Control toolbar.

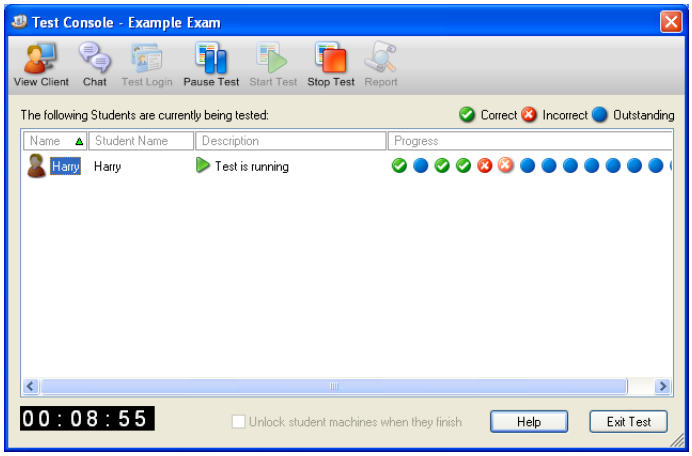
2. The Select Students dialog will appear. From the list of connected Students, indicate which ones should participate in the exam by checking or un-checking the box next to their name. Click Next to continue.



3. Select the exam to run. Details of the published exams are listed, choose the one that you want to run at the selected Student PCs. If required, you can alter the time limit for the exam. Click Finish when ready to run the exam.



4. The RM Tutor Test Player will automatically launch at the Student PCs and a dialog enabling you to administer the exam will appear on the Tutor screen.



This dialog is used to start the exam, monitor Student progress and collect results.

The window enables you to track individual Student progress. Each question is marked in real-time so you can see immediately how each Student is doing! At the end of the exam you can view the results by class and individual Student and print a permanent record. You can also show each Student their results giving them the opportunity to see where they made mistakes.

The following toolbar options are available:

View Client

You can view a particular Student screen at any point during the exam. All options normally associated with the View Window are available.

Chat

If required, you can open a Chat session with Students while the exam is running. Although the Test Player provides a help button offering Students guidance with each question type, you may find that you need to offer additional assistance.

Test Login

Before starting the exam you can ask each Student to Login with their own name. This would be useful if, for example, the Machine Name is listed and be more meaningful when checking results against each Student.

Pause Test

You can Pause the exam at any point. Click Start when ready to continue.

Start Test

Starts running the exam at Student PCs.

Stop Test

If Students answer all the questions within the time limit you can Stop the exam rather than wait for the clock to tick down.

Report

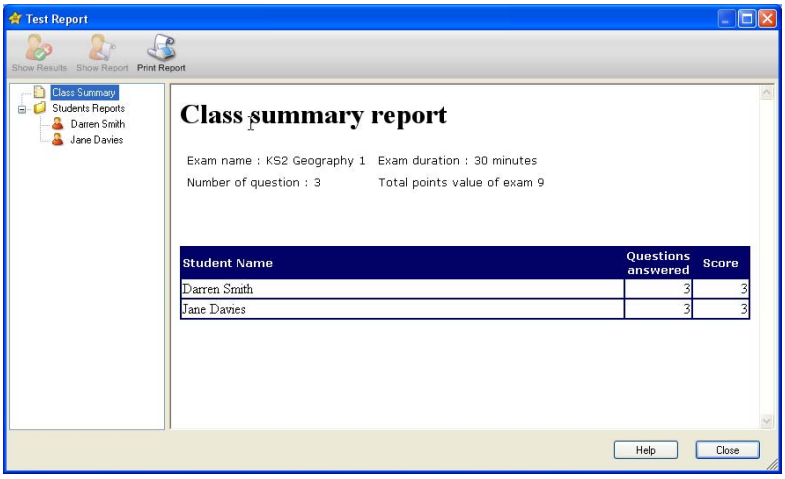
This option gathers the results when the exam has finished. (When the Tutor stops the exam or the time limit elapses)

Unlock Student Machines when they finish

While an exam is in progress Students are prevented from using other applications. Enabling this option will unlock each Student Machine as they finish the exam. Alternatively all machines will remain locked until the Tutor ends the exam.

Test Reports window

The Reports Window enables the Tutor to review the results of an exam. You also have the option to allow Students to see their own results.



By selecting the required item in the Tree View you can display two types of report, a Class Summary and individual Student summaries. Each can be printed and copies are also stored, in HTML format, on your N: drive in the Tutor Reports folder.

Note An alternative location for the reports can be specified in the Tutor Profiles option.

Class summary

This provides a summary of each Students result in tabular format. The report details the number of questions in the exam, the number of points available (questions other than multi-choice are worth 1 point for each correct answer) and itemises each Students score.

Individual Student summary

By selecting the Student name in the Tree View you can display a full breakdown of the individual results. This is ideal for highlighting any problem areas that the Student may have. If you have applied a Grading Schema the marked grade along with any comments you added would also be displayed. An index itemising the points scored for each question is provided from which you can jump to each question to see how the Student answered.

The toolbar provides shortcuts to a number of additional features:

Show results

This enables you to show each Student their results and, if required, include the answers. To display to all Students simultaneously highlight *Students Reports* in the tree, to show to an individual Student select their name.

The Test Player will re-open at the Student workstations enabling them to view each question in turn. The window will indicate which questions they got right, wrong or, in the case of questions that have multiple answers, partially correct.

If you have chosen to include the answers, a *Show Answers* button will appear on the Test Player window enabling the Student to toggle between their response and the correct answers.

Show report

This option enables you to display the individual summary reports at Student workstations.

Print report

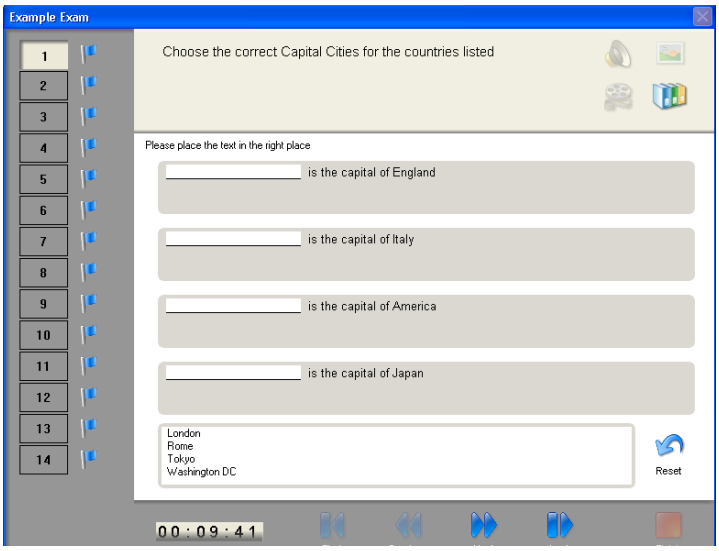
Enables the Tutor to obtain a printed copy of the Class and Student summaries. Highlight the required item in the Tree and click *Print Report*.

When ready, close the window to return to the Test Console dialog from where you can exit the test. This will clear the results or reports from the Student screens.

The Test Player

The RM Tutor Test Player is the testing utility that loads at Student PCs when an exam is running. While the Player is loaded, Students are unable to use any other applications. However, the Tutor can elect to unlock the machines as each Student finishes the exam rather than make them wait for all Students to finish.

The Tutor uses the Testing Console option to choose the Students to participate in the exam and select the exam to run. At this point the Test Player loads automatically at each Student PC. When the Tutor starts the exam, the first question appears and the Students can then work their way through the exam.



The Test Player window displays the following:

Exam time

Counts down the time remaining.

Question list

Numbered buttons indicate how many questions there are in the exam. The Student can click these to quickly move between questions. Useful at the end of the exam to review answers and to make changes before the time runs out.

Question area

The main body of the window displays the question and, depending on the question type, the associated options. Buttons are provided to view any resources that may have been included, pictures, videos or sound clips, and a reference button is available which provides Students with tips on how to answer the particular type of question.

Navigation buttons

In addition to the numbered buttons in the question list, navigation buttons are also available at the bottom of the window enabling Students to move between questions. When they have completed the exam they click Finished.

When the exam has finished, the Tutor has the option to show Students their results and, if required, include the answers. The Test Player will re-open at the Student workstations enabling them to view each question in turn. The window will indicate which questions they got right, wrong or, in the case of questions that have multiple answers, partially correct. If the Tutor has chosen to include the answers a *Show Answers* button will appear enabling the Student to toggle between their response and the correct answers.

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